INFONET USER'S MANUAL FOR SEXUAL ASSAULT PROGRAMS

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Table of Contents

Overview of the InfoNet Database

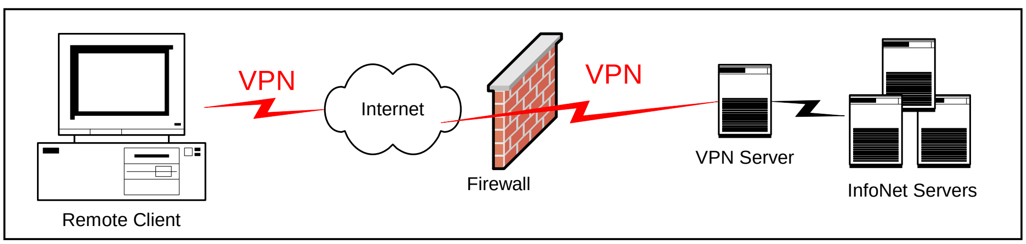
What is InfoNet?

InfoNet (Information Network) is a web-based data collection system used by victim service providers in Illinois. The development and implementation of the system was a collaborative effort between the Illinois Criminal Justice Information Authority, the Illinois Coalition Against Sexual Assault (ICASA) and the Illinois Coalition Against Domestic Violence (ICADV).

How is the system structured?

Remote users access a centralized database at the Authority using a web-browser. Data are transmitted between users and the Authority database via a high-speed Internet connection. Several levels of security have been built into the system, including password-protected logons and a virtual private network (VPN) that utilizes data encryption to securely transfer data over the Internet.

This centralized system shifts technical responsibility from victim service providers to technical professionals at the Authority's offices. Victim service providers are responsible for obtaining a high-speed Internet connection and a web browser.



Who uses InfoNet?

Thirty-eight sexual assault and 70 domestic violence agencies access InfoNet from more than 170 sites throughout the state. InfoNet is available to ICASA and ICADV member agencies, as well as domestic violence programs that are funded by the Illinois Department of Human Services. In addition, the Authority has partnered with the Children's Advocacy Centers of Illinois to make InfoNet available for child advocacy centers in Illinois.

What data are collected in InfoNet?

Basic information about all clients – victims and significant others – who receive service from an agency may be entered into InfoNet, including demographic, health insurance, employment, education, marital status, income source, referral source, special needs, and offender data. The type of victimization and the severity of abuse experienced by the victim also may be captured, as well as the victim's interaction with the medical and criminal justice systems. Information that could be used to identify a client, such as name or birth date, is not entered into InfoNet. Rather, a unique number is used to track each client.

Agency staff also enter services provided by staff and volunteers, including direct client services, hotline contacts, and outreach efforts such as training, education, and system advocacy. Administrative information entered into InfoNet includes funding detail, which is used to automatically generate reports that reflect grant-specific information.

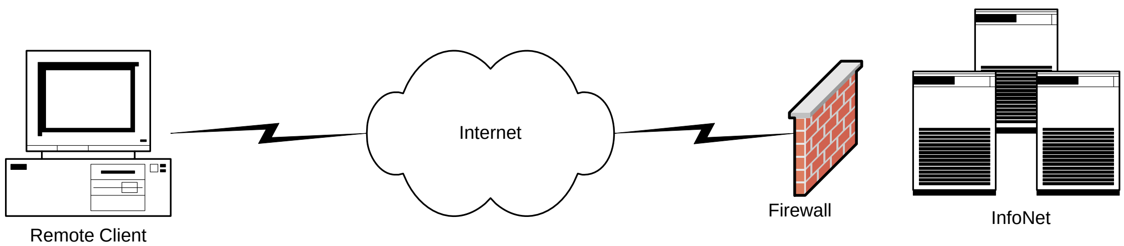
How do agencies use the data?

InfoNet includes a comprehensive set of reporting tools that facilitate data mining and analysis. These tools include standard reports that meet state and federal reporting requirements, as well as management reports and filters that assist case tracking and staff management. InfoNet reports are also utilized on a local, regional, and state level to identify emerging trends and to target limited resources for victim services.

Getting Started/Accessing InfoNet

Hardware and software specifications

A Virtual Private Network (VPN) gives a remote client workstation access to resources of a secure centralized network system. In this case, the InfoNet is a secure system, protected by a firewall, which provides information resources to registered users via an encrypted connection.



To establish access, the client must have the proper "key" to get past the firewall. The key consists of an application known as V-One SmartPass, which is installed on the user workstation to allow authentication with the VPN. By running SmartPass and typing a password known only to the user, the user will be able to enter the following web address into their web browser: www.infonet.icjia.org. At this point, the web-based InfoNet system will be displayed on the browser and full use of the InfoNet will be enabled.

Pre-Installation Checklist

The following applications and items must be available on the InfoNet computer(s) before installation of this application:

- Internet access;
- 10 MB of free disk space;
- Windows 2000, ME, XP (with or without Service Pack 2), or Vista;
- WinZip (You can download a free version of WinZip at www.winzip.com)
- Internet Explorer browser, version 5.5 or higher; and
- Desktop resolution set to 800 x 600 (minimally).

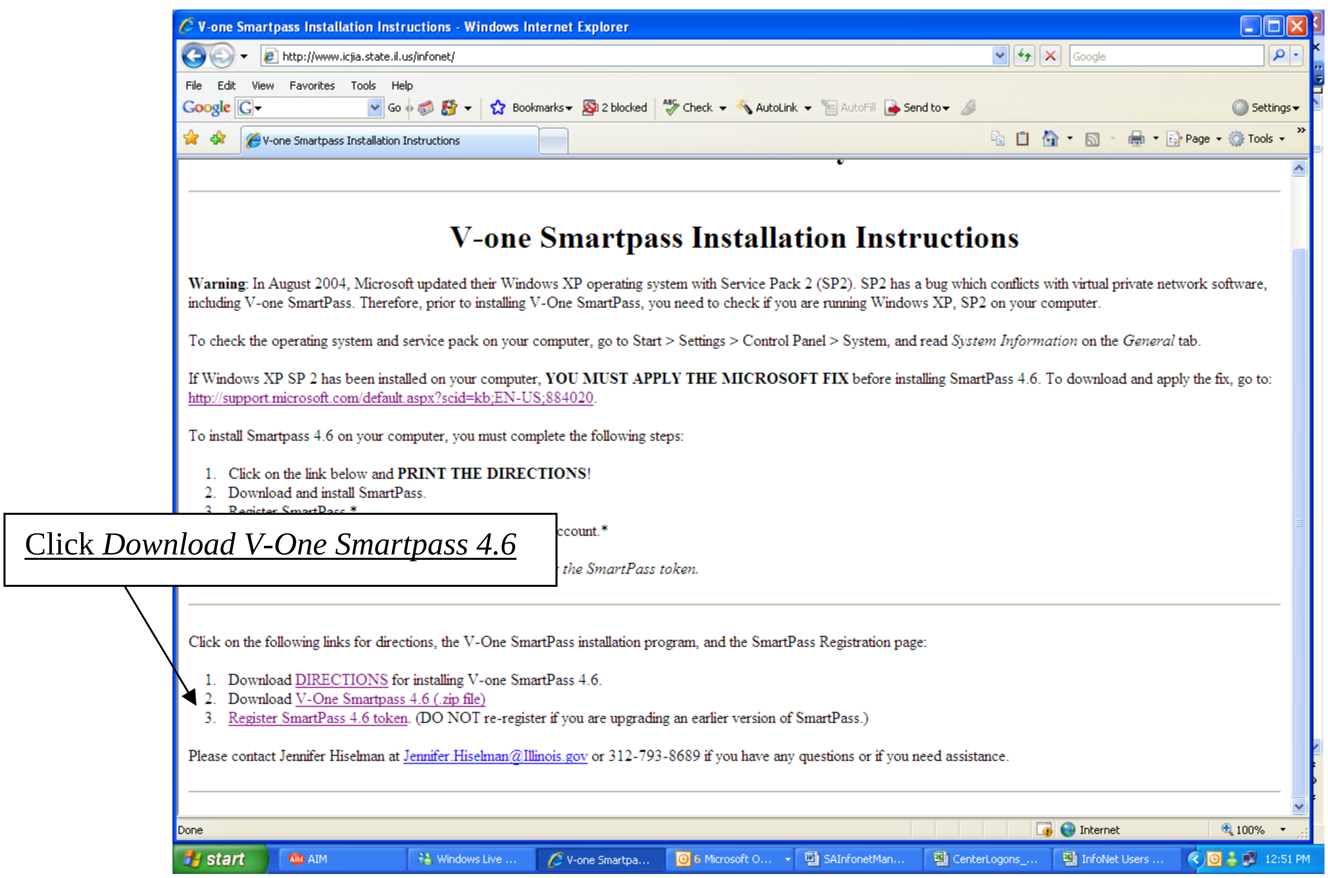
Important Notes: To access InfoNet, you must use an Internet Explorer browser, version 5.5 or higher. To download the latest version of Internet Explorer for free, go to: http://www.microsoft.com/downloads.

To fully view all of the InfoNet screens, the resolution on your computer should be set to 800 x 600 or higher. To set your resolution, right-click on the desktop area, select **Properties**, click the **Settings** tab, change the resolution of the Desktop Area to 800 x 600 pixels, and click OK.

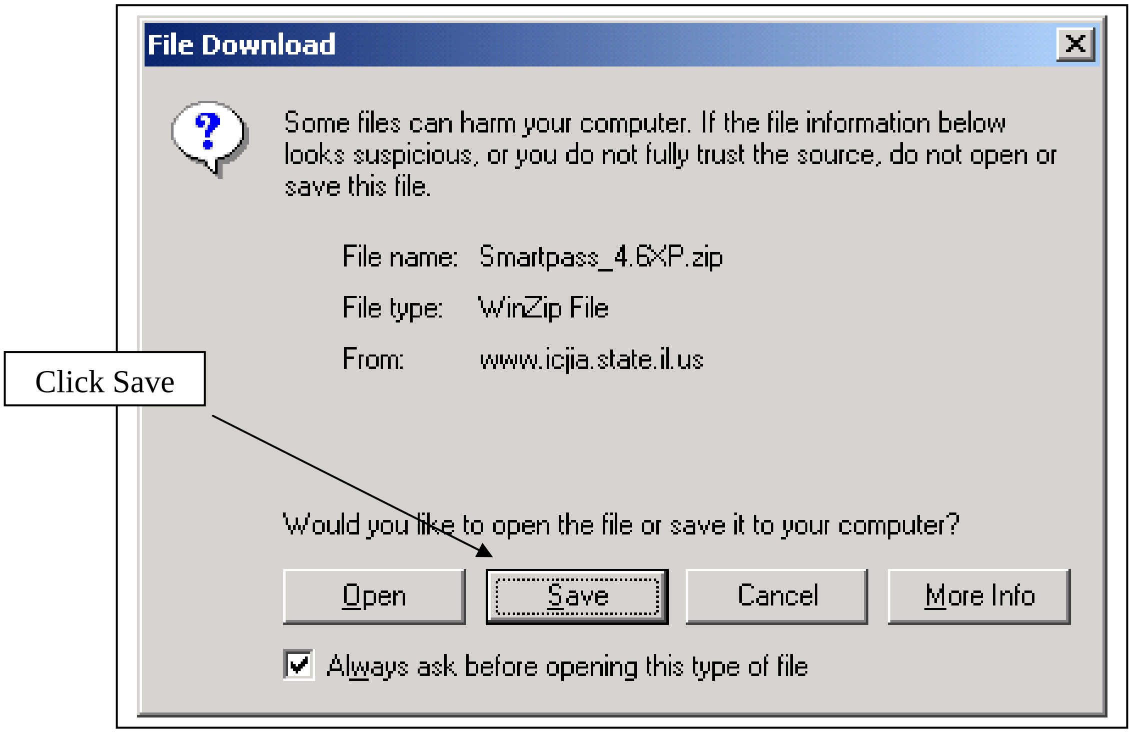
Installation of security software

Download, Install, and Register SmartPass Software

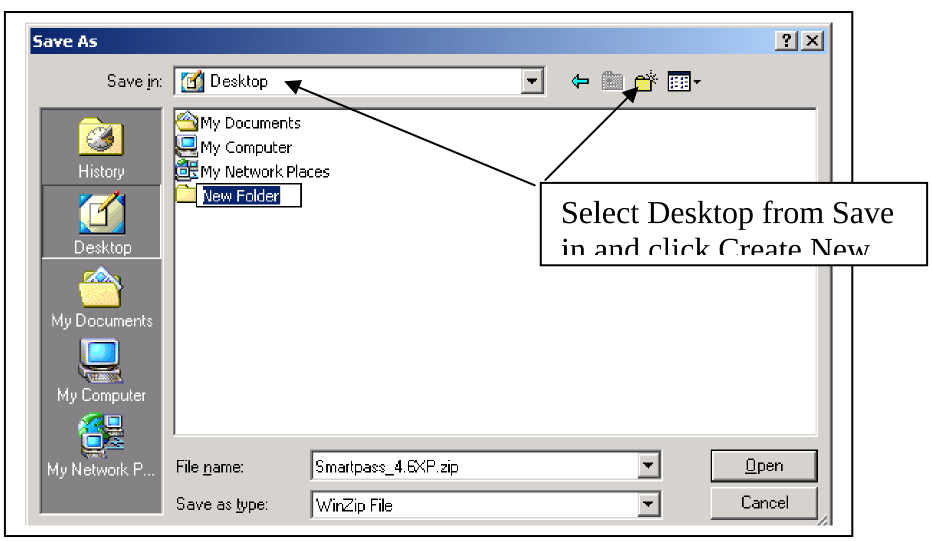
1. Establish an Internet connection and open your web browser.
2. Enter http://www.icjia.org/infonet in the Address bar and click **Go**.
3. Click *Download V-one Smartpass 4.6*.



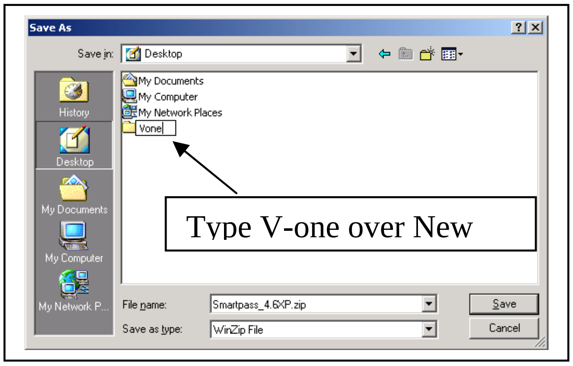
4. In the File Download window, click **Save**.

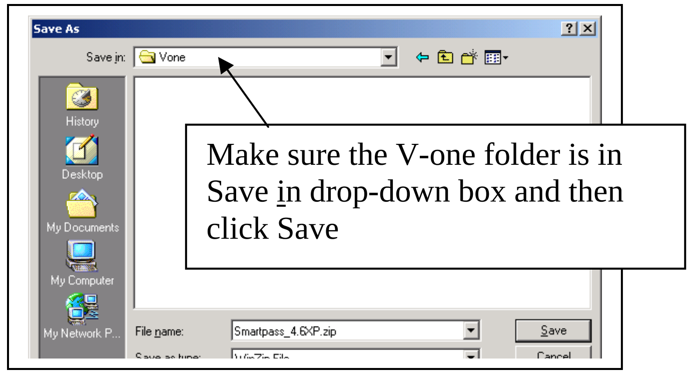


5. To save the file to a temporary **V-one** folder on your Desktop, select **Desktop** from the **Save in** drop-down, and click the **Create New Folder** icon to the right of the drop-down box.

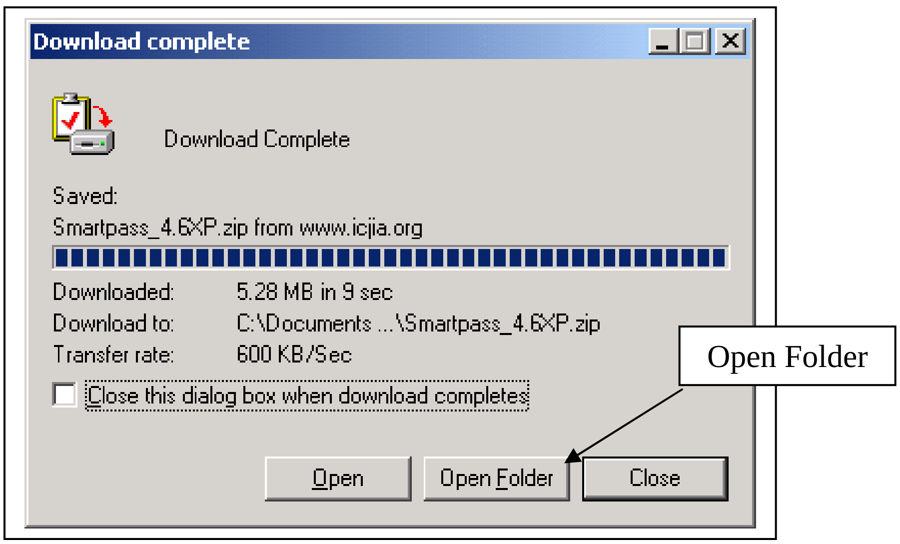


6. Type **V-one** over New Folder and click the **Enter** key on your keyboard. Double-click on the new **V-one** folder so that it appears in the Save in drop-down box. Click **Save**.

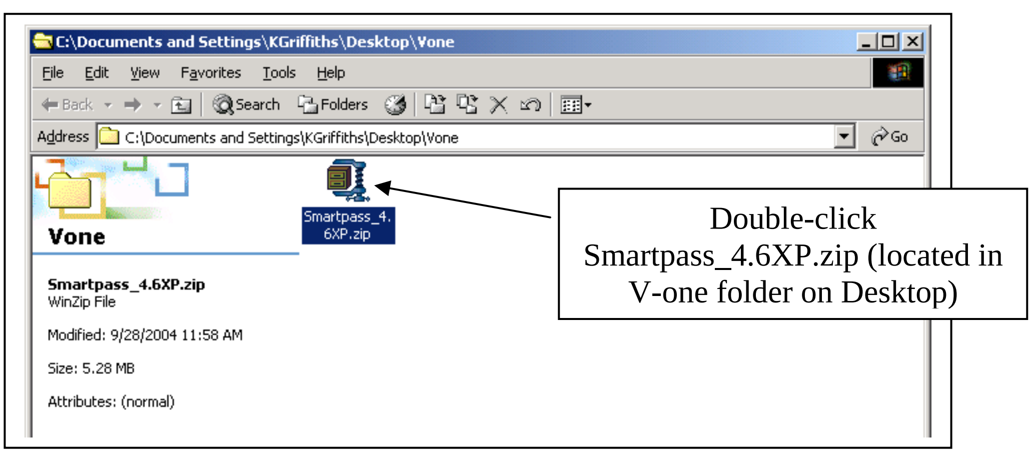




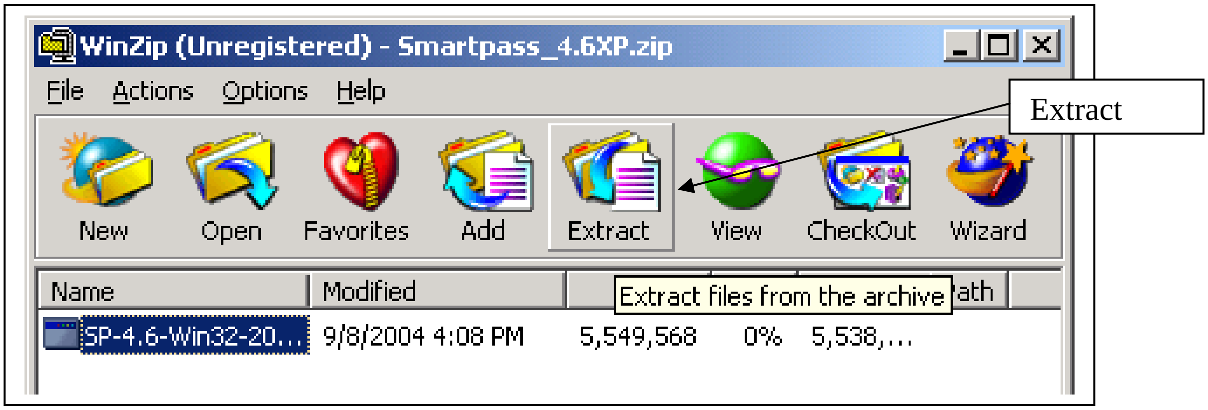
7. When the download is complete, select **Open Folder**. (If this is not an option, close the Web page, and double-click on the **V-one** folder on your Desktop.)



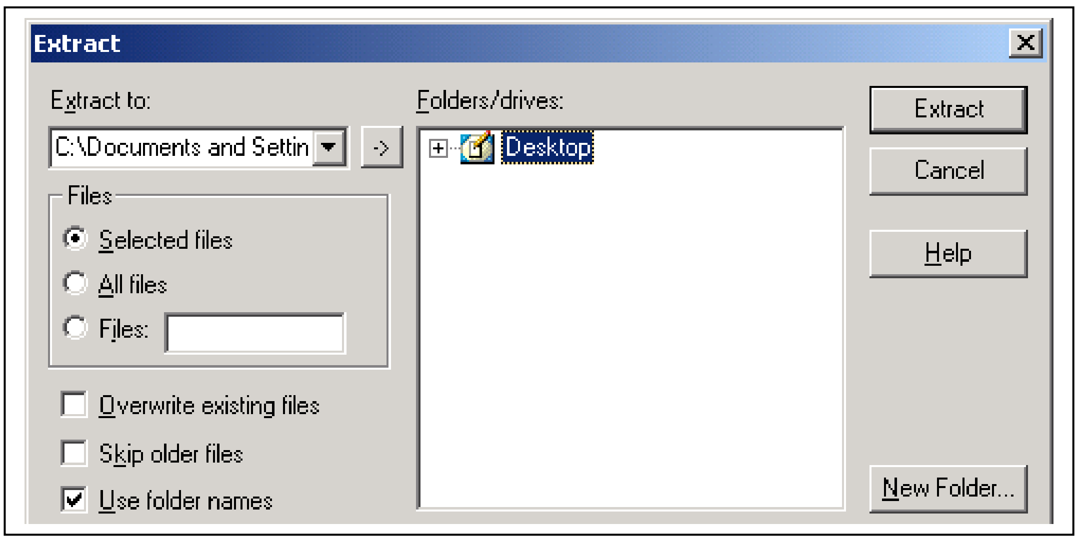
8. Double-click **Smartpass_4.6XP.zip**.



9. When WinZip opens, highlight **SP-4.6-Win32-20040823.exe** and click the **Extract** icon.

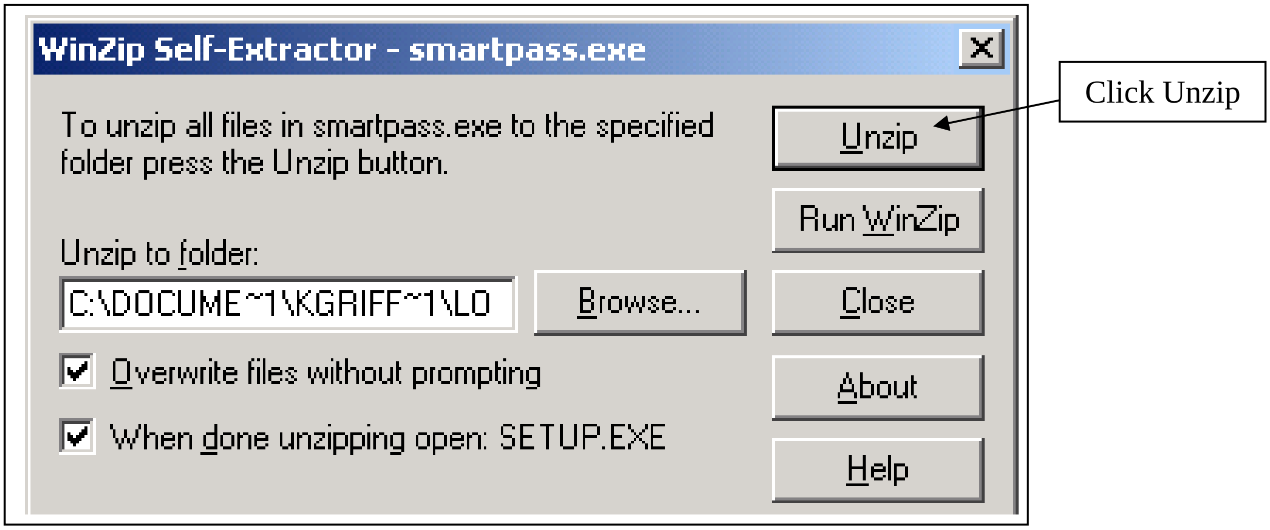


10. Highlight Desktop under Folders/drives and click **Extract to copy** the SP-4.6-Win32-20040823.exe file to your Desktop.

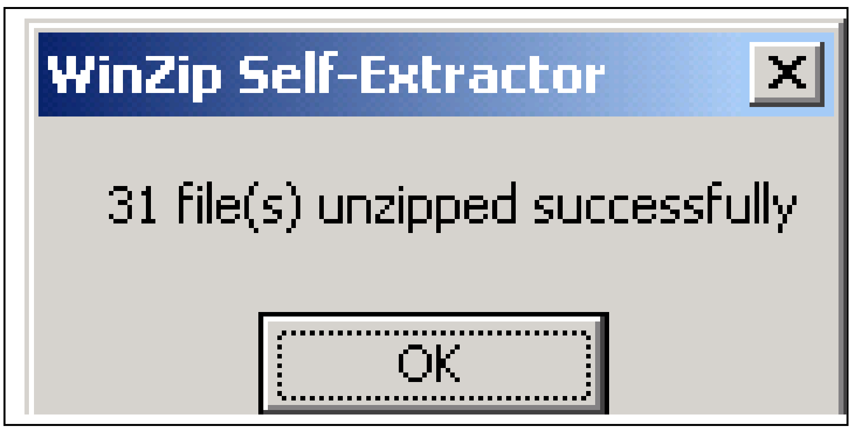


11. Close WinZip and double-click on the (new) **SP-4.6-Win32-20040823.exe** icon on your Desktop.

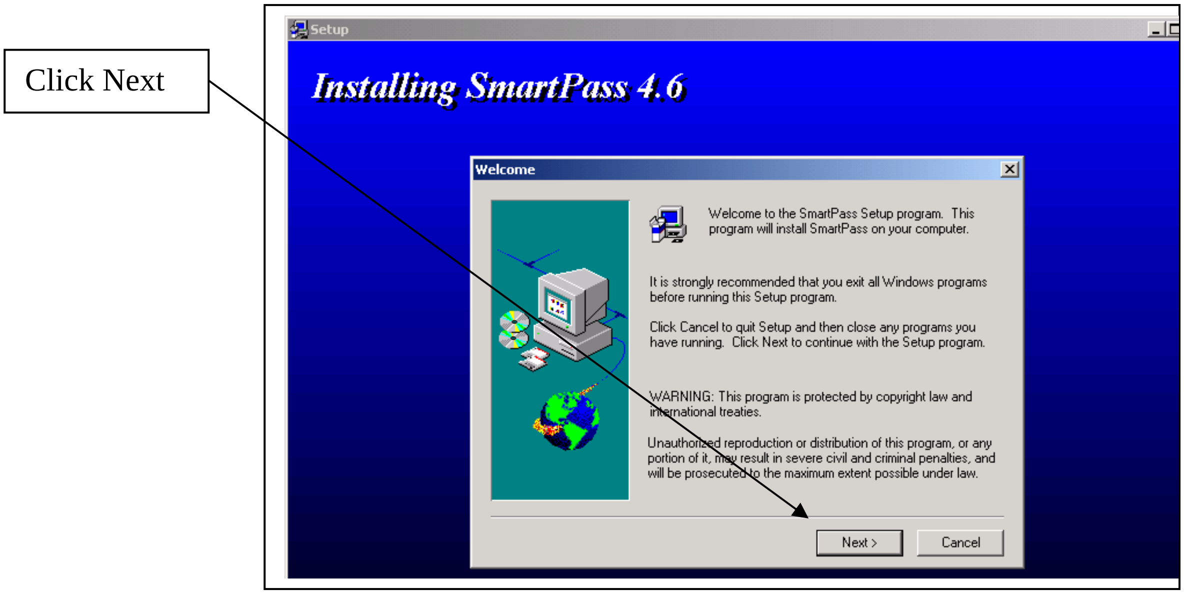
12. Click **Unzip** to extract the files to the Target Directory on your C drive.



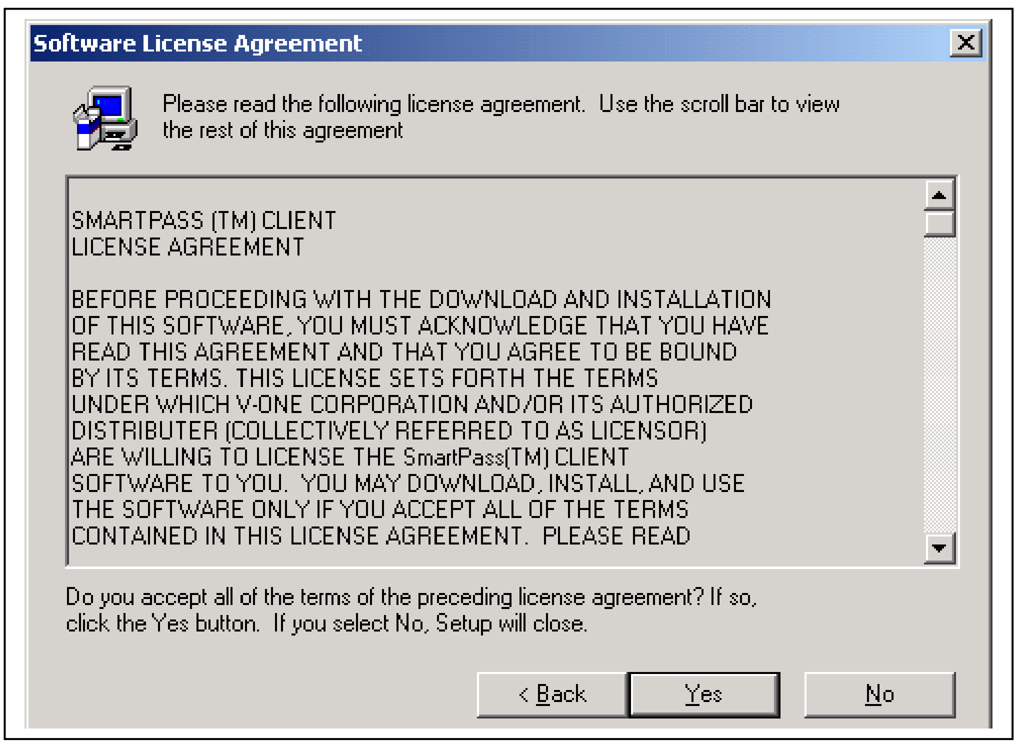
13. When all files have been extracted, click **OK**.



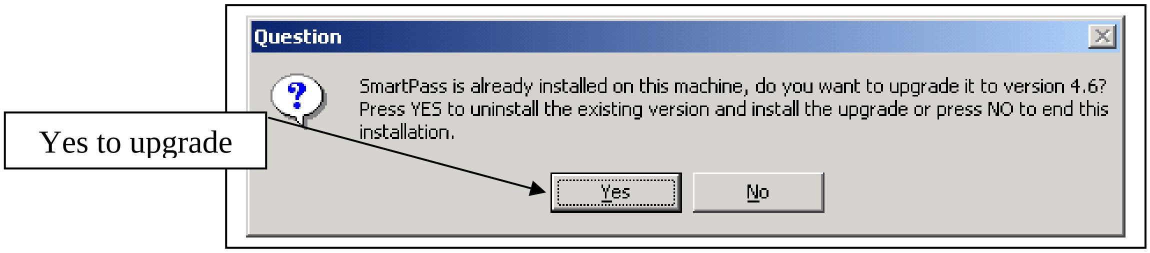
14. The Install Shield will display two Welcome Windows; click **Next** to continue.



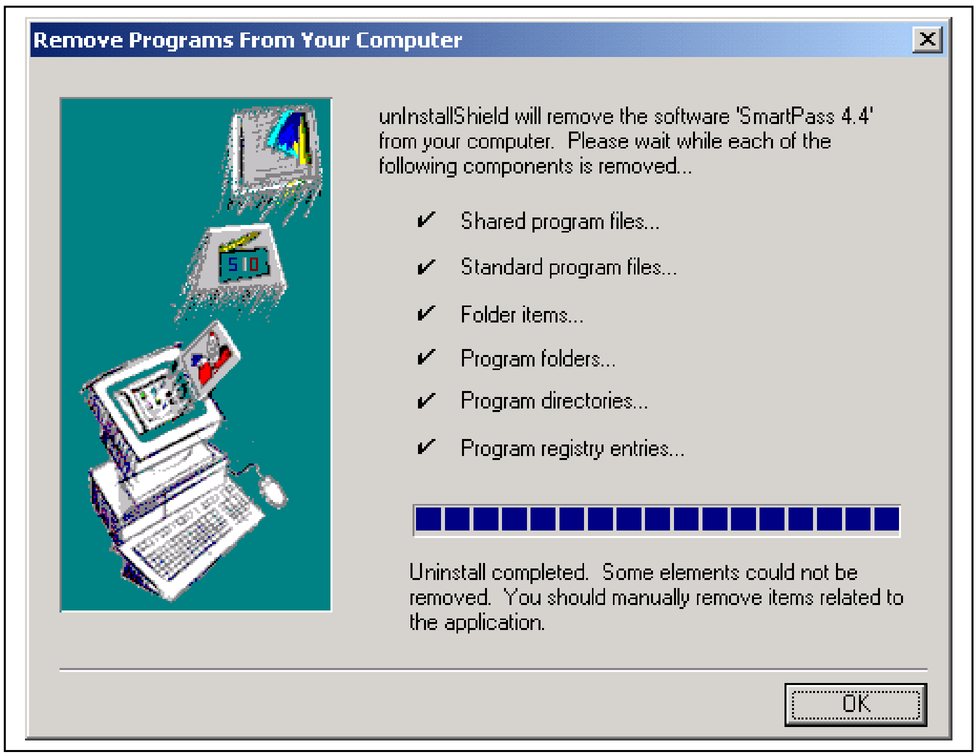
15. A License Agreement window will be displayed next; click **Yes** to accept the agreement and continue.



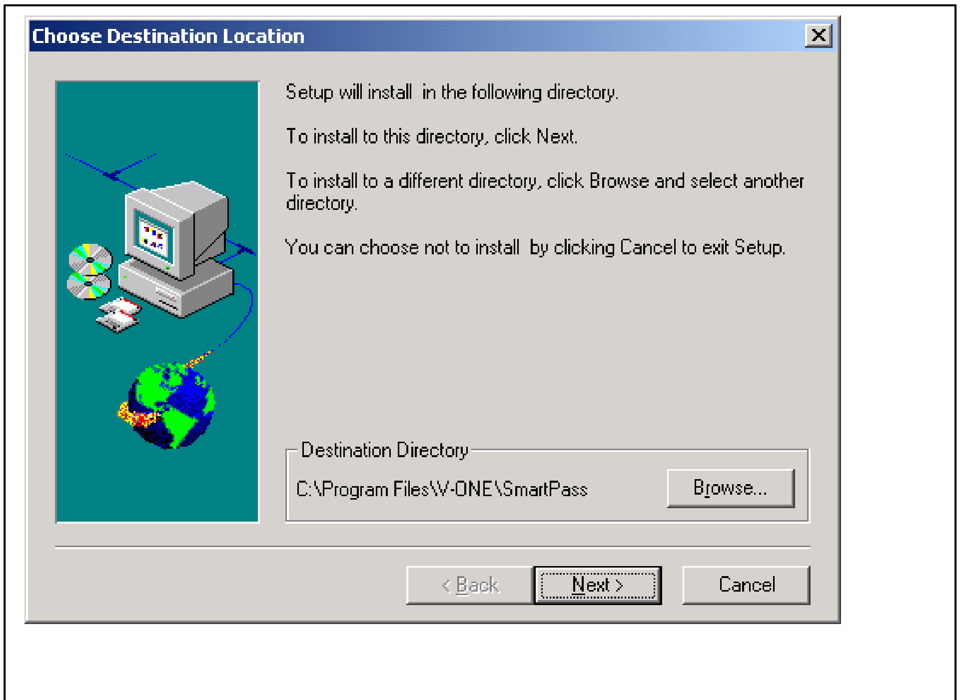
16. If you are completing a fresh installation of Smartpass, proceed to Step 18. If you are upgrading Smartpass, you will be asked if you want to upgrade to version 4.6. Click **Yes**.



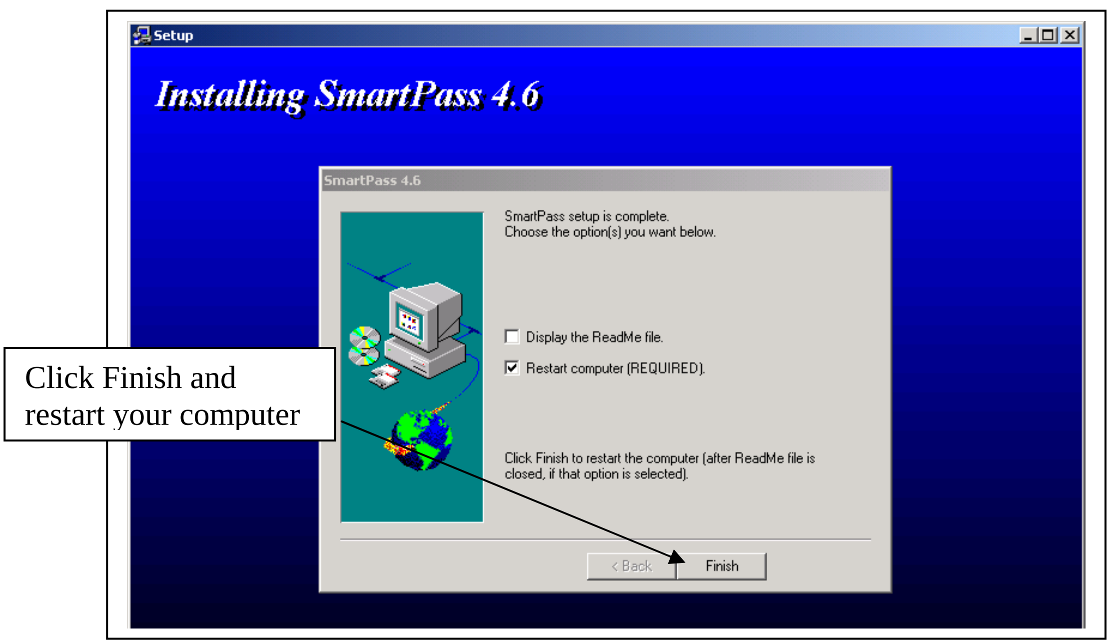
17. If you are upgrading Smartpass to version 4.6, Click **OK** to uninstall files/folders from the previous version.



18. Click **Next** to install the program to the default Destination Directory.



19. Check **Restart computer** and click **Finish**. Your computer will be automatically shutdown and restarted.

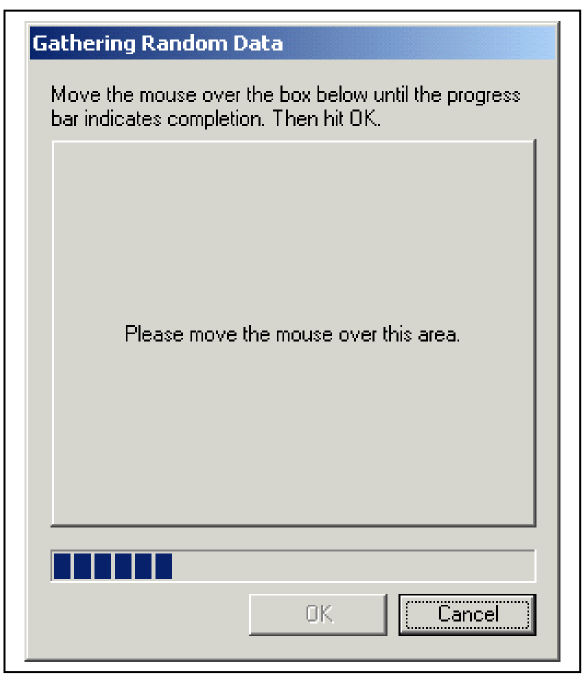


20. When your computer restarts, SmartPass may launch automatically. If SmartPass does not automatically launch, double-click the SmartPass 4.6 icon on your desktop.

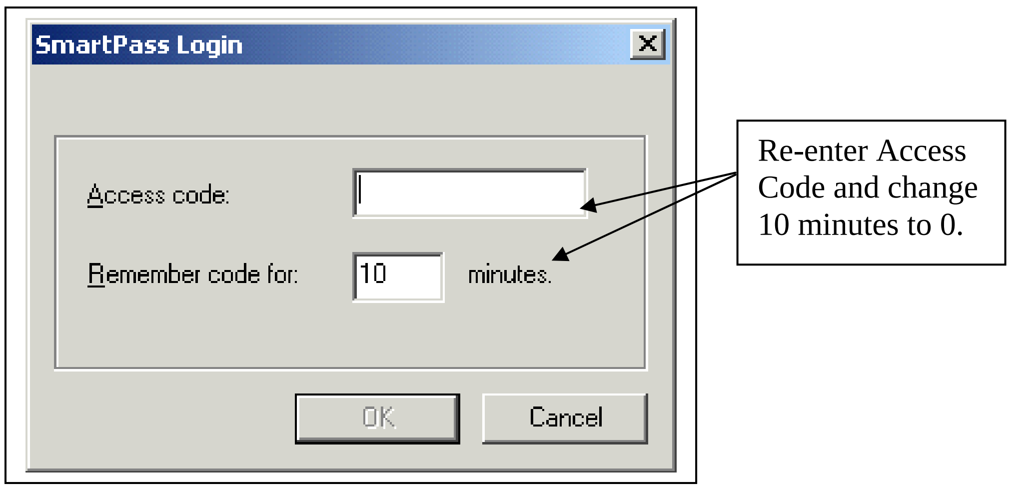
21. You can proceed to Step 22 if you are upgrading Smartpass to version 4.6. If you are completing a fresh installation of Smartpass, enter an alphanumeric access code (password) that will be used to unlock a security token, and click **OK**. Like all passwords, the access code should be easy for you to remember but difficult for others to guess. You will use this password each time you open Smartpass.

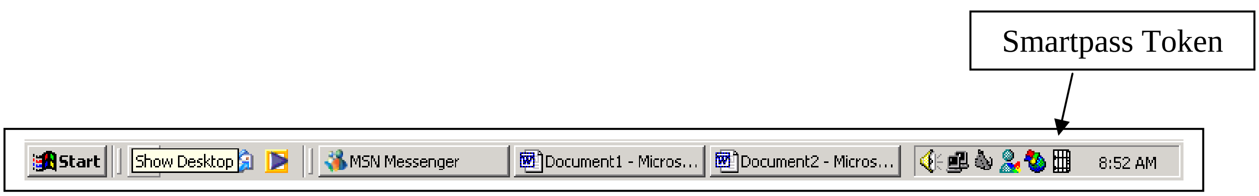
Choose an Access Code (password) and click OK

22. Follow the prompt and continuously move your cursor over the designated area until the OK button is no longer grayed; click **OK** to continue.



23. Next, you will be prompted to enter your Access code. (If you are upgrading, you will enter the same Access Code that you used with the previous version of Smartpass. If you completing a fresh installation, you will re-enter the Access Code that you just created.) You can also increase the amount of time your code will be remembered if there is no activity on the token. You should change this to 0 (no expiration). Click **OK** and the SmartPass token will appear in the lower right-hand corner of your Taskbar.

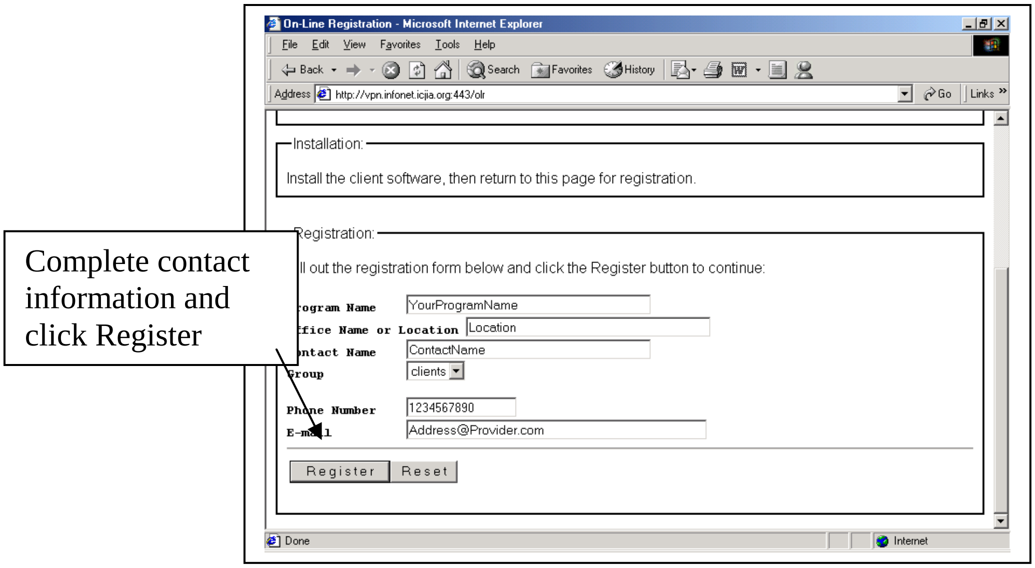


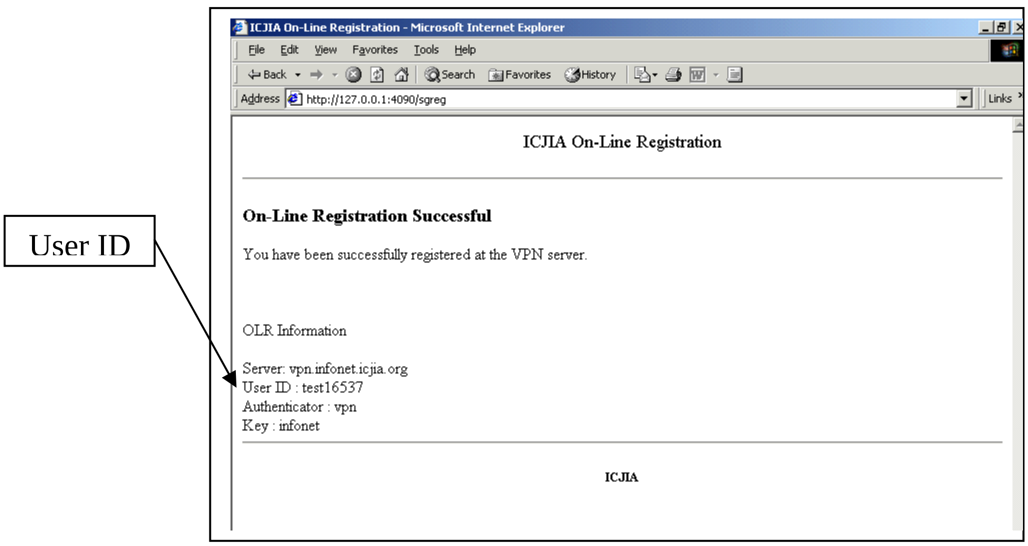


24. Delete the **V-one** directory and **SP-4.6-Win32-20040823.exe** file from your Desktop. (DO NOT DELETE the Smartpass 4.6 icon!)

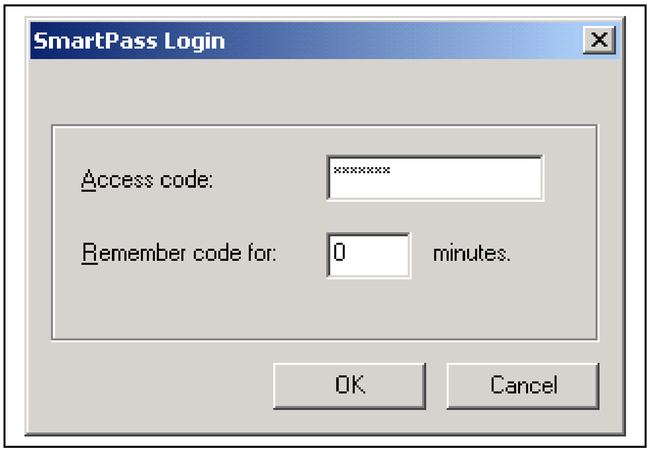
STOP here if you are upgrading Smartpass to version 4.6. The upgrade is complete. CONTINUE to Step 25 ONLY if you are completing a fresh installation of Smartpass.

25. Next, you must register your SmartPass token. To register, open your Web browser and go to http://www.icjia.org/infonet. Click *Register Smartpass 4.6*.
26. Scroll down to **Registration**, and enter contact information. Enter the name of your agency in **Program Name**; the city where your office is located in **Office Name or Location**; the director's name in **Contact Name**; and the director's contract information in **Phone Number** and **E-mail**.
27. Click **Register** to submit this information to ICJIA. You should receive the following message: On-Line Registration Successful.
28. Write down your **User ID**, which is displayed under ULR Information.

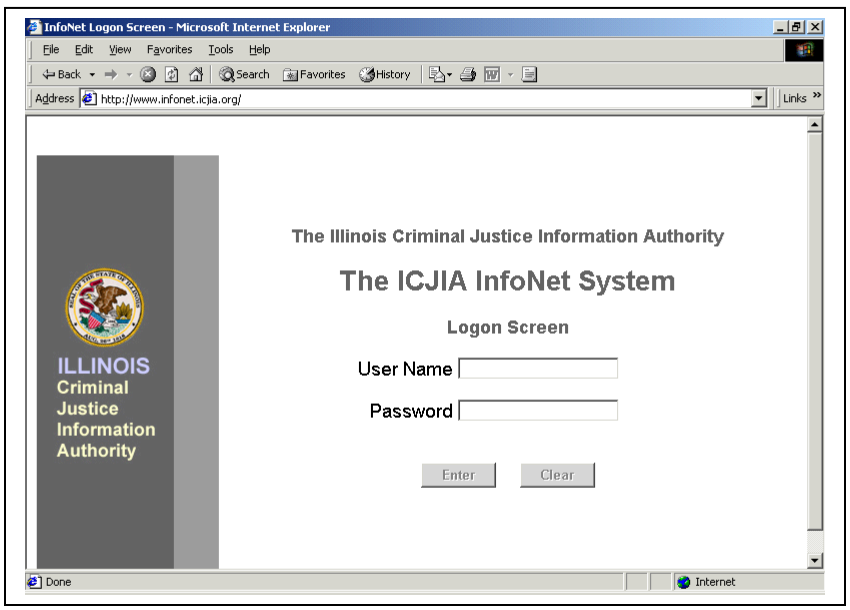




29. Close your Web browser and shutdown your SmartPass token. To shutdown, right-click the white token in the lower right-hand corner of your Taskbar and left-click **Shutdown**.
30. Next, the SmartPass account you created must be enabled. To enable the account, contact the InfoNet help desk at (312) 793-8966. Tell Authority staff that you are from XX agency and you are requesting that your Smartpass token be enabled. Support staff will then need your **User ID** to enable your new token.
31. Once your account has been enabled, double-click the Smartpass 4.6 icon on your Desktop, and enter your Access code in the SmartPass Login window. A small white token should appear in the lower right-hand corner of your Taskbar.



32. Open your Web browser and go to www.infonet.icjia.org to open the InfoNet Logon Screen. If you receive a message: "Page Cannot Be Displayed," call the InfoNet help desk at 312-793-8966.



33. You should always shutdown your SmartPass token as soon as you are finished using InfoNet. To shutdown, right-click on the token in your Taskbar and left-click **Shutdown**.

If you need assistance, please contact either the InfoNet help desk at (312) 793-8966 or Jennifer Hiselman at (312) 793-8689

Troubleshooting for Smartpass and InfoNet

VPN Installation Instructions: www.icjia.state.il.us/infonet
VPN Download: http://vpn.infonet.icjia.org:443/olr

Problem: You tried registering your token and "Registration Failed" appeared.

Solution: You must take out all spaces and punctuation from entries in the registration page and resubmit the registration page. Also, you must have your Smartass token open when you enter the information on the registration page. You know your Smartpass is open when you see the icon that looks like a gate in the lower right corner of your screen.

Problem: You installed Smartpass and registered your token, but still cannot access the InfoNet website.

Solution: Your token needs to be enabled. Call the InfoNet help desk at (312) 793-8966 and your token will be enabled.

Problem: You lost or forgot your Smartpass Access code.

Solution: Remember that the Access code is case sensitive. If you still cannot find the access code, you need to completely uninstall Smartpass. Reinstall and re-register Smartpass. In order to uninstall Smartpass, click on the Start button in the lower left-hand corner of the screen. Double-click the Add/Remove Programs utility in your computer's Control Panel. Remove Smartpass. Right-click on the Start button in the lower left corner of the screen and click on Search. Type "V-one" in the Search for Files or Folders field and search in the C: drive. When the search is completed, delete any V-one folder of file displayed in the Search Results screen.

Problem: There is a red "X" over the Smartpass icon in the right-hand corner of the bottom toolbar.

Solution: If you are running the Windows XP operating system with Service Pack 2, there is a Microsoft bug which conflicts with virtual private network software – including the V-one Smartpass. Download and apply the fix by going to:
http://support.microsoft.com/default.aspx?scid=kb;EN-US;884020

Problem: You get the error: “Page Cannot be Displayed,” even though your Smartpass is open.

Solution: Verify that Smartpass is running. Double-Click the Smartpass token icon in the lower right corner of the bottom toolbar. In the large dialog box, scroll up until you see the words “Connected to Dynamic Configuration Server…” or “Unable to connect to Dynamic Configuration Server…” If the number at the end of this line is not 443, then re-register that account and enable it. If it is 443, then verify that they are not using a proxy server (Tools > Internet Options > Connections > LAN Settings). If everything appears to be correct, then re-register this account. If this still does not work, completely uninstall and reinstall the Smartpass software.

Problem: You received an error stating that the date you entered in InfoNet is a future date when it is actually a current or earlier date.

Solution: The clock on the local PC needs to be changed to the correct date. Double-Click on the clock in the lower right hand corner of the screen. Correct the settings in the Date/Time Properties window.

Problem: The “Save” button is grayed-out in an InfoNet page.

Solution: There are two solutions to this problem. First, check to make sure all mandatory data fields – those indicated by red text – are completed. If they are, change one of the fields and see if the “Save” button is activated. Once it is, correct the data that was just changed and proceed to save the data.

Problem: The data in your report seem incorrect.

Solution: Call the InfoNet help desk at (312) 793-8966 and describe where the errors are found in the report. InfoNet programmers can look into the database and locate where the inaccurate data is located.

System Overview

InfoNet contains a main menu and several sub-menus. This section gives you an overview of this menu system.

InfoNet Menus Overview

- **Client Intake Data**
  - Victim
    - Demographics
    - Presenting Issues
    - Income
    - Referral
    - Special Needs
    - Residence
  - Significant Other
    - Demographics
    - Income
    - Referral
    - Special Needs
    - Residence
  - Offender and Offender Criminal Case Information
    - Offender
    - Police Information
    - State's Attorney Information
    - Sentences
  - Victim Medical and Criminal Justice Information
    - Medical
    - Police/Prosecution
- **Services**
  - Direct Client Services
    - Direct Client Services
    - Cancellations/No Show
  - Group Services
    - Group Service
    - Attendees
  - Non-client Crisis Intervention
  - Community & Institutional
    - Services
    - Media/Publication
  - Other Staff Activities

- **Reports**
  - Administrative Reports
    - Scheduled Reports
    - Completed Reports
  - Exception Reports
  - Management Reports
  - Standard Reports

- **Administration**
  - Center Information
  - Staff Information
    - Paid Staff
    - Volunteer
  - Funding For Staff
  - Lookup List
    - Agencies
    - Funding Sources
    - Other Staff Activities
  - System Messages

Navigation Hints

Throughout InfoNet's data entry screens, most data entry is facilitated through a series of drop-down menus and checkboxes. Following are some navigation hints to help you speed up your data entry.

Navigation Hints

- Use your navigation menu bar at the top of each page to move between data entry and reporting pages in the database.
- Many fields throughout the database have drop-down menus that include pre-defined options you may enter for that field. This prevents inconsistencies in data. To select an option from the menu, click the downward arrow to the right of the field. This should drop down the menu. Select the correct option from the menu. Another way to select an option from the drop down menu is to highlight the first selection in the menu and type the first letter of your selection. This will make the drop down menu jump to that letter in the list. You may then use the arrow keys to scroll down the list until you see the option you want to select.
- Many fields throughout the database are lists of checkboxes. You may use your mouse to click each box you wish to check. You may also use your **Tab** key to move to the next field in the list of checkboxes. When the dotted line highlights the box you wish to check, press the **Spacebar**.
- While entering data in a data entry screen, you do not need to use your mouse to click from field to field. You may use your **Tab** key on your keyboard to move to the next field. To go backwards through the fields, use the **Shift + Tab** keys simultaneously on your keyboard.
- On each data entry screen in the client information section, there are a series of buttons at the bottom of the screen to help you navigate through the database. These are:
    - **Edit**: Click on this button to edit a Client ID number.
    - **Search**: Type in a Client ID number and click the **Search** button to find that client's information.
    - **Pick**: Click this button to display a list of clients with a First Contact Date within the last 90 days. You may change these criteria to display a list of client records according to clients' First Contact Date, Client ID, or Client Type. This allows you to click on the client's record you are interested in viewing.
    - **Victim Medical/CJ**: Click on this button to enter medical and/or criminal justice information for the current client.
    - **Offenders**: Click on this button to enter offender information for the current client.
    - **Services**: Click on this button to enter services for the current client.

- **Save** and **Update** buttons: After you have completed data entry on each screen, you must click either the Save (for new data) or the Update (edited data) button. If you do not click this button, data just entered or changed will not be saved.

Data Entry

Data Entry Overview

Several types of data are entered into InfoNet. Among them include:

1. **Client Intake Data**: When a new client first arrives at your center, you will enter general information on her or him in the **Client** screens. These screens cover basic demographic information, income sources, referral source, presenting issues, offender information, and special needs. This is equivalent to an intake and will usually only be done once.

   Some information about a client's progress through the criminal justice process can also be entered at intake. For example, you may know at first contact whether your client visited a medical facility or whether there was an interview by police detectives.

2. **Client Update Data**: You need to periodically update a client's record as you learn more about their progress through the criminal justice system. For example, it may take several weeks before you know whether or not the state's attorney will file charges, and it may take several months before you know the outcome of this filing.

3. **Direct Client Service Data**: During the time you are actively providing service(s) to a client, you need to enter hours of service provided on an ongoing basis (perhaps daily, weekly, or monthly). You will also enter the name of the staff person (or volunteer) providing the service, the date the service was provided, and the specific service provided.

4. **Group Services**: You will enter data on the group services you provide. This information will include the **hours of group service provided by staff**, as well as the **hours of service received by each client**.

5. **Non-client Crisis Intervention**: In this part of the database, you will enter information on services you provide to victims and significant others, who are not assigned a Client ID. For example, a hotline call received by a victim who is not a regular client will be entered on this page.

6. **Community and Institutional Services**: You will enter data services provided to the community, such as prevention work, training, or institutional advocacy. In these screens, you will enter the number of presentations or contacts; number of hours spent preparing for the service, traveling, and actually conducting the service; the number of participants, and the staff person who provided the service.

Entering Data on Direct Service Clients

Before you begin data entry, you must assign every **new client** a **unique Client ID** number. You can use numbering system that works best for your center as long as you also follow these guidelines for establishing **Client ID** numbers for victims and their significant others:

1. The last character of the Client ID should be reserved to indicate the type of client as follows:

   V = Victim
   S = Significant Other

2. When you enter a significant other, the Client ID you assign should be the same as the victim, who is related to that significant other if both seek services at your center. The significant other should be indicated by a letter or number at the end of the Client ID (before the **S**) indicating which significant other it is. For example, if a victim is Amy Jones, and her Client ID is CJ080698V, then her two significant others could be entered as follows: Mother – CJ080698aS, Husband – CJ080698bS. Please use only one digit to indicate each separate significant other. You can use either a letter or number, whichever is most consistent with your current ID numbering system. If a significant other seeks services at your center without the victim also seeking services, still assign the significant other a unique Client ID that ends in **S**.

3. The Client ID can contain both numbers and text. The database will accept a Client ID up to 20 characters, including the V or S to indicate a Victim or a Significant Other.

4. Once you enter a client into InfoNet, you should enter all subsequent data for that client under the same Client ID.

Following these guidelines will help you distinguish between data relating to victims and significant others in your database.

IMPORTANT CLIENT CONFIDENTIALITY ISSUE: InfoNet does NOT contain identifying information on your client. Client ID numbers assigned to clients should contain **absolutely no** identifying information, i.e. part of the client's social security number, birthdate, name, initials, etc. It is your responsibility to keep track of the client names and unique ID numbers assigned to each of them. You should keep a list of names and ID numbers on file at your program. If you are going to keep a computer file with this client identifying information, make sure the file is password protected and NOT connected to the Internet.

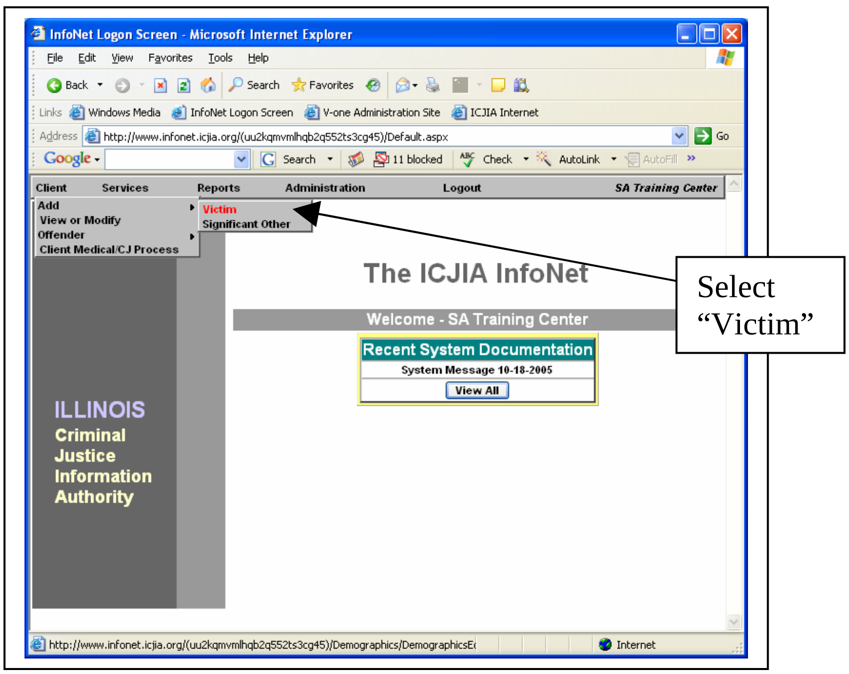
Client Intake Data

Client Information is typically collected at intake, including basic demographics, presenting issues, income sources, referral source, special needs, and residence. In addition, you can enter information about the victim's offender(s) and interactions with the medical and criminal justice systems.

<u>NEW VICTIM</u>

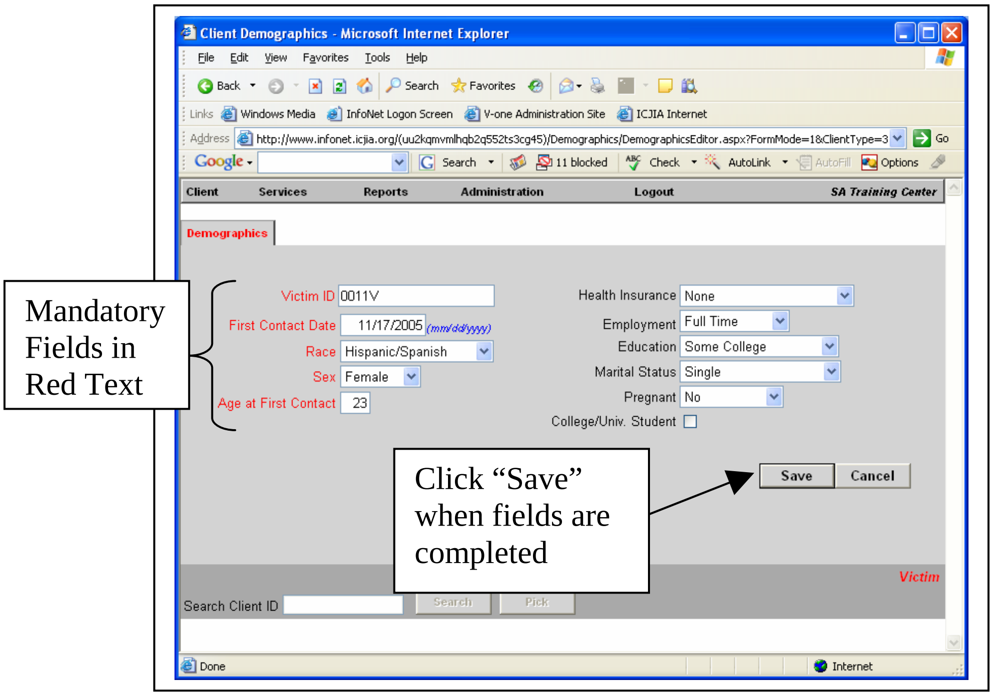
To enter a New Victim:

1. Select **Client** from the menu bar.
2. Select **Add** > **Victim**.



Demographics

1. Under the **Demographics** tab, the four fields immediately following **Victim ID** are mandatory. Enter the **Victim ID** (ending with **V**) and **First Contact Date**. Also, select the appropriate **Race** and **Sex** from the drop-down box, and enter **Age at First Contact**. Once this information is entered, you will be allowed to save the data on this page and continue to the next tab. Use the "unknown" category as sparingly as possible and "not reported" if your center does not collect this data on clients.
2. Click Save.



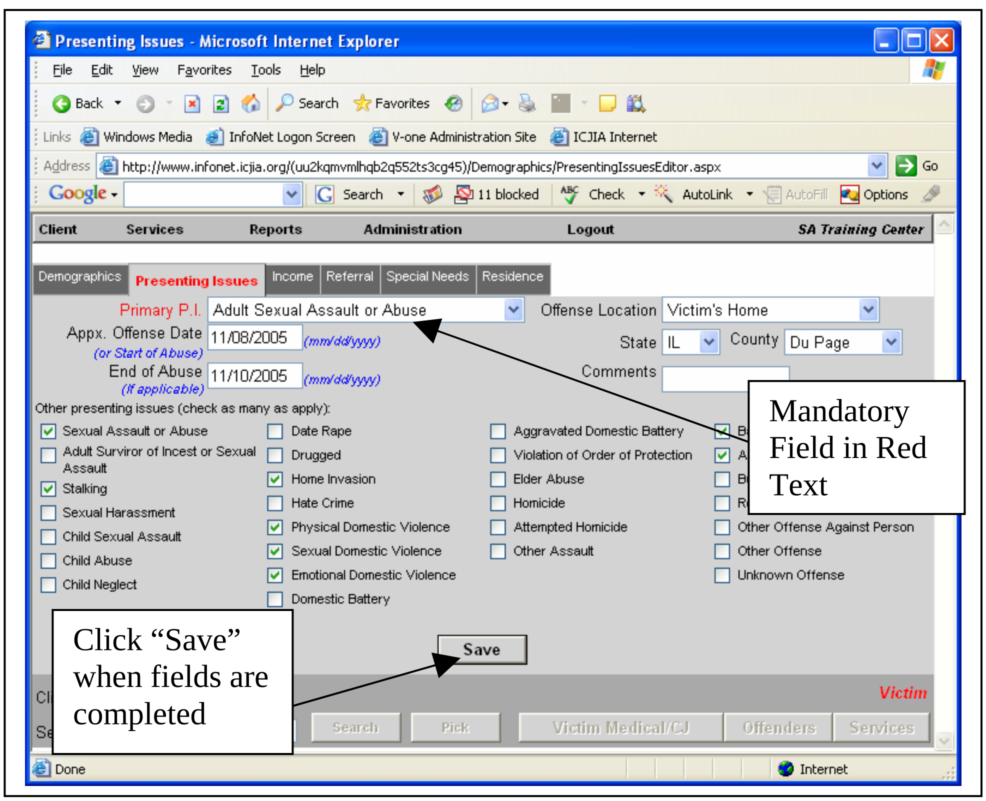
The Demographic tab includes the following fields:

Field	Type	Explanation
First Contact Date	Date	This date will be used to define new and ongoing clients in the reports. If **First Contact Date** is within the reporting period and the client received at least one service during the reporting period, then the client is **New**. If **First Contact Date** is prior to the reporting period and the client received service in the reporting period, then the client is **ongoing**.
Race	Drop-down Menu	Select the most appropriate race from the drop-down menu to complete this field. An "unknown" category is also included.
Sex	Drop-down Menu	Select male, female, or other from the drop-down menu.
Age at First Contact	Numeric	InfoNet does not include birthdates, so you must enter the client's **age at first contact**. Enter **"–1"** for unknown.
Health Insurance	Drop-down Menu	Select the most appropriate health insurance information from the drop-down menu.
Employment	Drop-down Menu	Select the most appropriate employment information from the drop-down menu.

Field (cont'd)	Type (cont'd)	Explanation (cont'd)
Education	Drop-down Menu	Select the most appropriate **completed** level of education information from the drop-down menu.
Marital Status	Drop-down Menu	Select the most appropriate marital status from your client from the drop-down menu.
Pregnant	Drop-down Menu	Select whether or not your client is pregnant. For male clients, select "not applicable."
College/Univ. Student	Checkbox	Mark the checkbox if the client is currently a college or university student.

Presenting Issues

1. Click on the Presenting Issues tab to continue entering Intake Information.
2. Select **Primary Presenting Issue** from the drop-down menu, as well as the **Approximate Offense Date**, **End Date**, and **Location** of the presenting issue.
3. Check as many other presenting issues as apply.
4. Click Save.

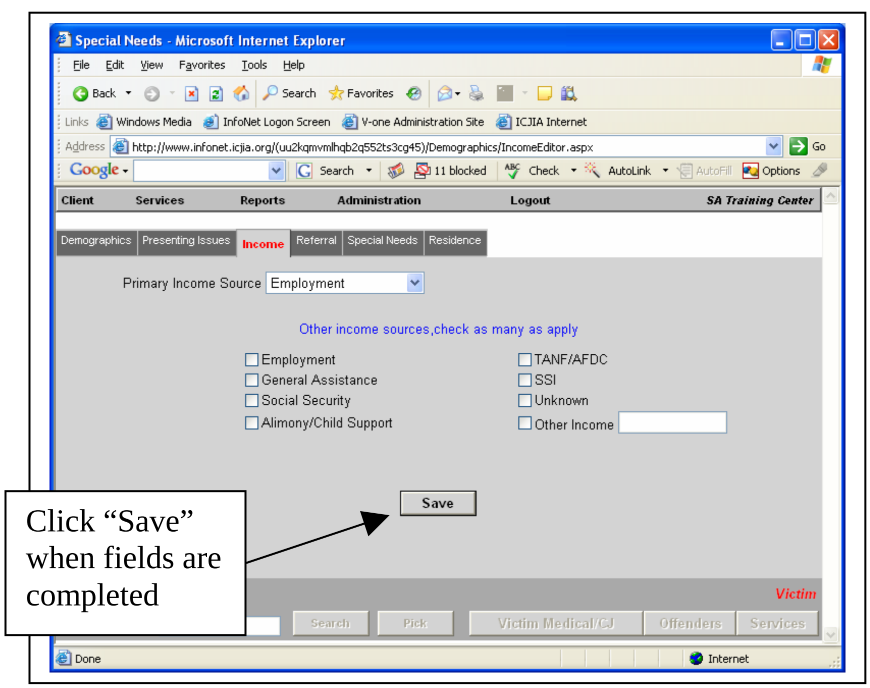


The Presenting Issues tab includes the following fields:

Field	Type	Explanation
Primary Presenting Issue	Drop-down Menu	Select the **Primary Presenting Issue** resulting in the client's decision to seek services.
Offense Location	Drop-down Menu	Select the **Location** of the Primary Presenting Issue.
Approximate Offense Date	Date	Enter the **Approximate Date** of the Primary Offense.
End of Abuse	Date	Enter the approximate **End Date** of abuse.
Other Presenting Issues	Checkboxes	Check as many **Other Presenting Issues** that occurred along with the Primary Presenting Issue.

Income

1. Click on the Income tab to continue entering Intake Information.
2. Select the most appropriate **Primary Income Source** from the drop-down menu.
3. In the event your client also has a supplemental source of income, check as many **Other Income Sources** as apply. If your client received a source of income not listed on the form, select "*Other Income*" and type the income source in the adjacent text box.
4. Click Save.

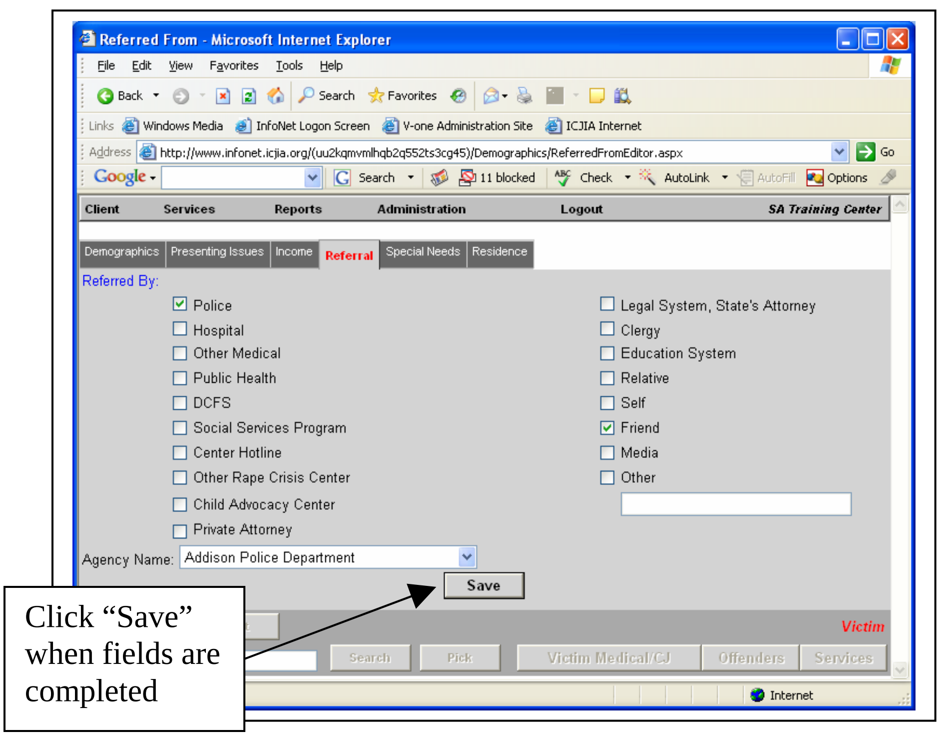


The Income tab includes the following fields:

Field	Type	Explanation
Primary Income Source	Drop-down Menu	Select the **Primary Income Source** of the client.
Other Income Sources	Checkboxes	Check as many **Other Income Sources** that complement the client's Primary Income Source. **Be sure to specify *"Other Income."***

Referral

1. Click on the Referral tab to continue entering Intake Information.
2. Check the source(s) indicating how the client was referred to your center (check as many as apply). In addition, select the **Agency Name** that referred this client to your center from the drop-down menu. If none of the existing fields adequately describe the client's referral source, select "*Other*" and specify the referral source in the text box directly beneath this field.
3. Click Save.

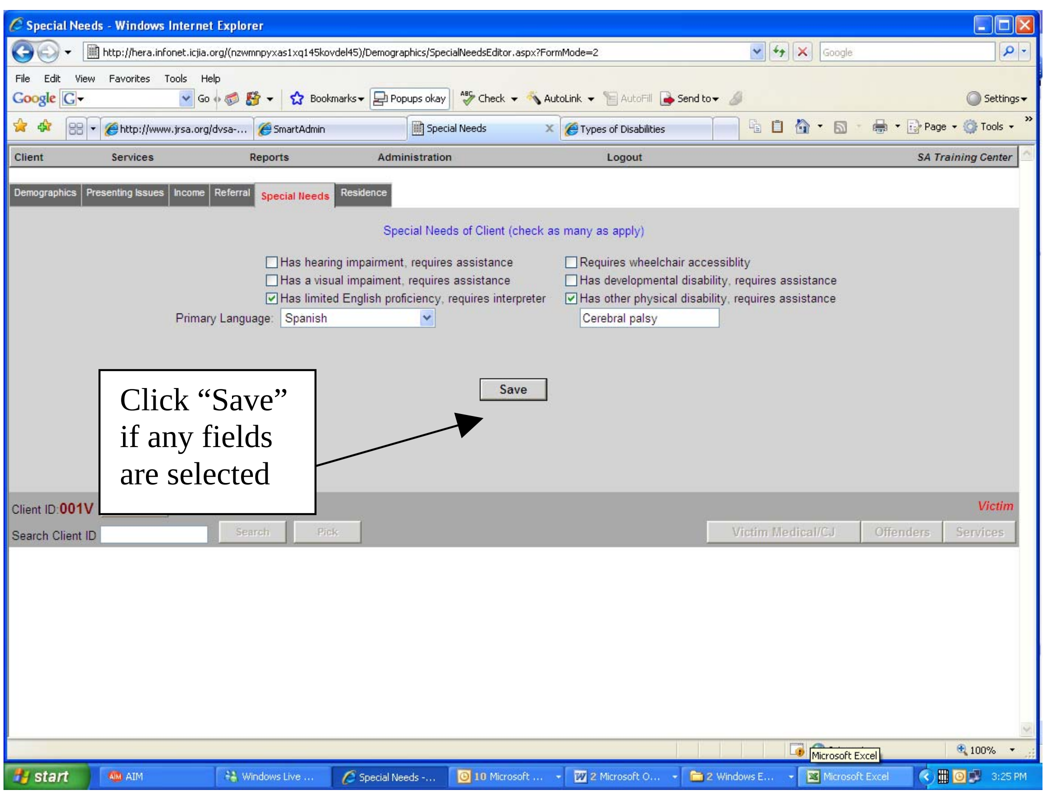


The Referral tab includes the following fields:

Field	Type	Explanation
Referred by	Checkboxes	Indicate the type of agency or person that **Referred** the client to your center. Be sure to specify *"Other"* if a different source referred the client to your center.
Agency Name	Drop-down Menu	Select from the drop-down menu the specific agency that referred your client. This information is not mandatory and will only be accessed by your center.

Special Needs

1. Click on the Special Needs tab to continue entering Intake Information.
2. Check any **Special Needs** that apply to the client. Use the drop-down menu to indicate the client's **Primary Language** if an interpreter is required. If you select *"Has other physical disability, requires assistance,"* be sure to specify what the disability is in the text box directly beneath this field.
3. Click Save.

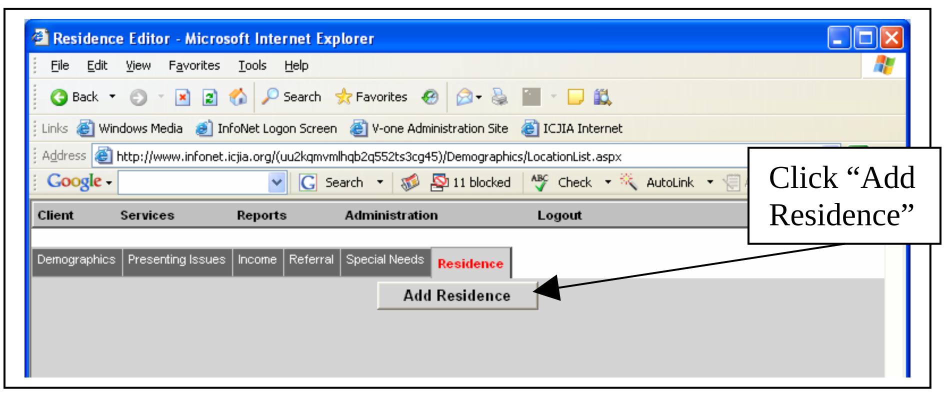


The Special Needs tab includes the following fields:

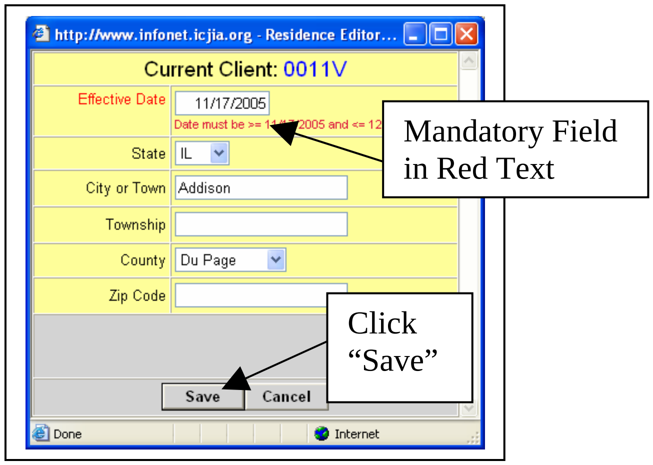
Field	Type	Explanation
Special Needs of Client	Checkboxes	Check any **Special Needs** that may apply to the client. Be sure to specify what the disability is if *"Has other physical disability,"* is used.
Primary Language of Client	Drop-down Menu	Select the client's **Primary Language** if an interpreter is required.

Residence

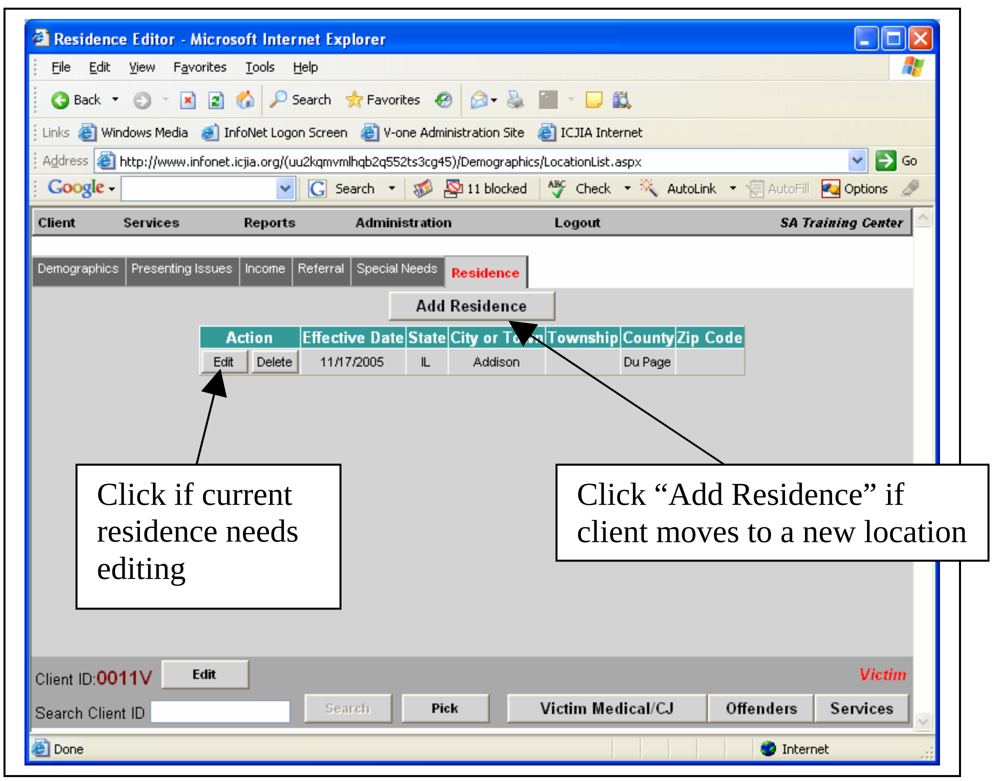
1. Click on the Residence tab to continue entering Intake Information.
2. Click on **Add Residence**.

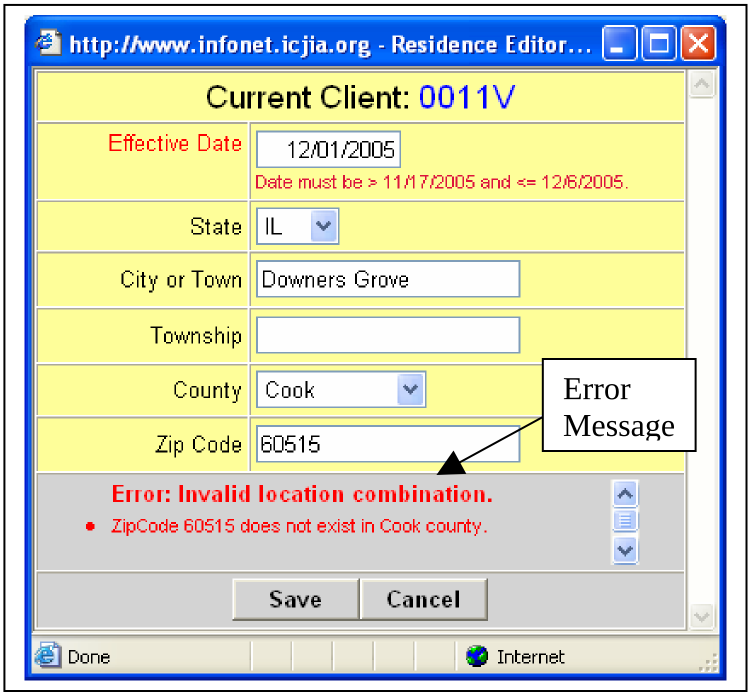


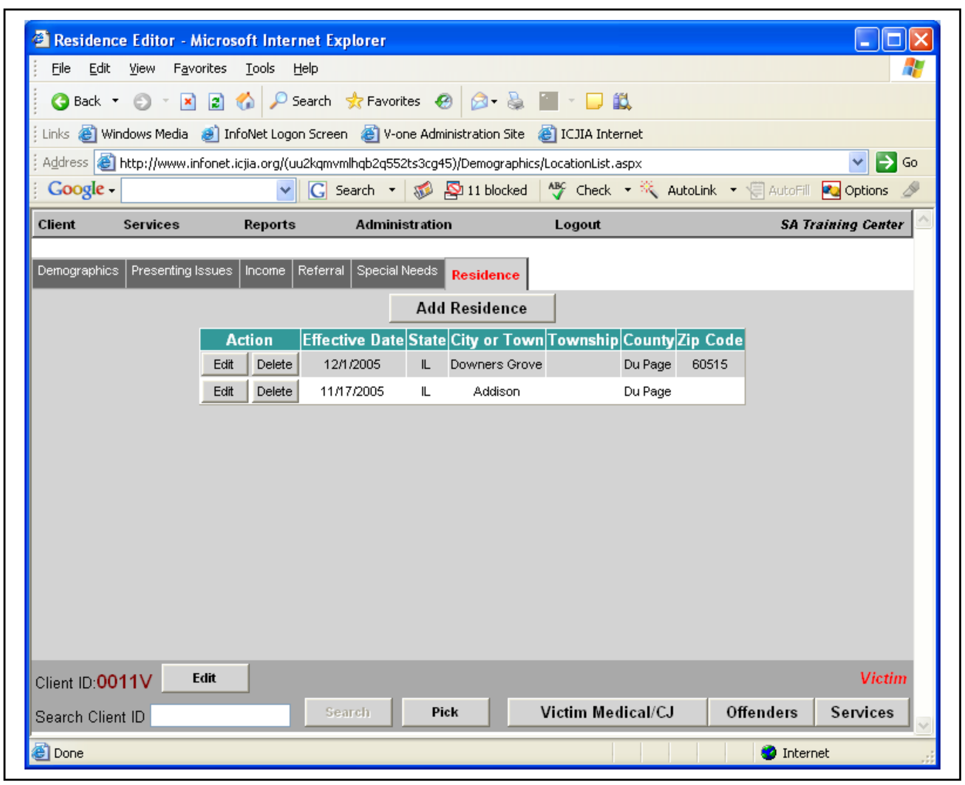
3. Enter the **Effective Date** of residence. Although a client most likely has lived at the current location before seeking services, you are only concerned about his/her residence starting at the time of intake at this point. Once this information is entered, you will be allowed to save the data, and a history of the client's residence is started. **Effective Date** is the only mandatory information in this window; however, you are encouraged to enter county-level data in order to facilitate regional analysis of data.
4. Click Save.



5. If the client moves anytime while receiving services, click "Add Residence" and enter the updated information. Once the information is saved, the current and previous residences will be displayed. When you click Save, the database will validate city or town, township, county, and zip code. An error message will be displayed if the data are inconsistent.




http://www.infonet.icjia.org - Residence Editor...
Current Client: 0011V
Effective Date
12/01/2005
Date must be > 11/17/2005 and <= 12/6/2005.
State
IL
City or Town
Downers Grove
Township
County
Cook
Zip Code
60515
Error Message
Error: Invalid location combination.
ZipCode 60515 does not exist in Cook county.
Save
Cancel
Done
Internet


Residence Editor - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Links Windows Media InfoNet Logon Screen V-one Administration Site ICJIA Internet
Address http://www.infonet.icjia.org/(uu2kqmvmlhqb2q552ts3cg45)/Demographics/LocationList.aspx
Go
Google Search 11 blocked Check AutoLink AutoFill Options
Client Services Reports Administration Logout SA Training Center
Demographics Presenting Issues Income Referral Special Needs Residence
Add Residence
Action Effective Date State City or Town Township County Zip Code
Edit Delete 12/1/2005 IL Downers Grove Du Page 60515
Edit Delete 11/17/2005 IL Addison Du Page
Client ID:0011V Edit
Victim
Search Client ID Search Pick Victim Medical/CJ Offenders Services
Done
Internet

The Residence tab includes the following fields:

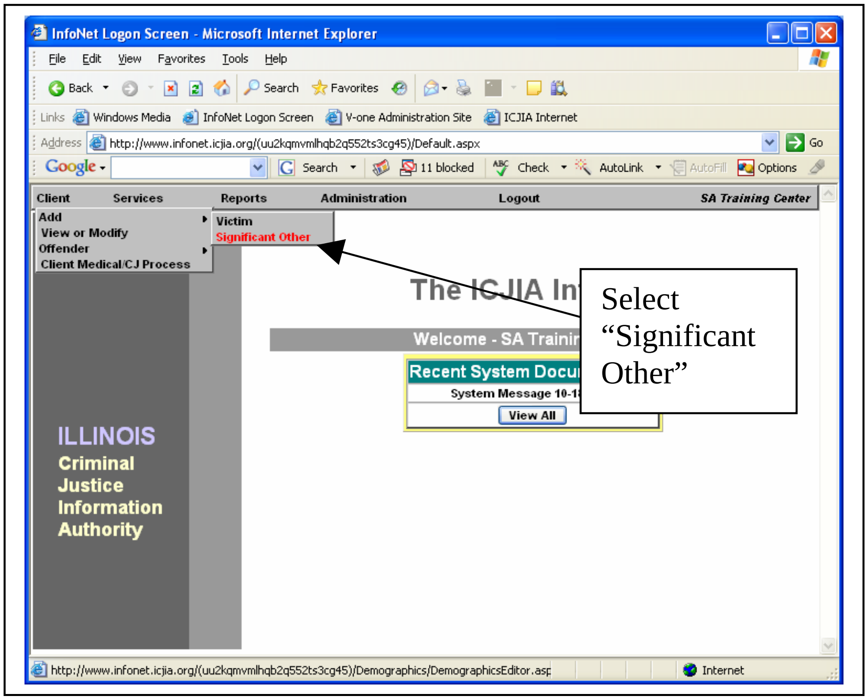
Field	Type	Explanation
Effective Date	Date Field	**Effective Date** of residence should be no earlier than date of intake (First Contact Date) and no later than the current date.
State	Drop-down Menu	Select the client's **State** of residence from the drop-down menu. IL is the Default State.
City or Town*	Text Field	Enter the client's residential **City or Town**.
Township*	Text Field	Enter the client's residential **Township**.
County	Drop-down Menu	Select the client's residential **County** from the drop-down menu.
Zip Code*	Numeric Field	Enter the client's residential **Zip Code**.

* The level of detail mandated by local funders and/or desired by your center's executive director determines collection and entry of city or town, township, and zip code data.

NEW SIGNIFICANT OTHER

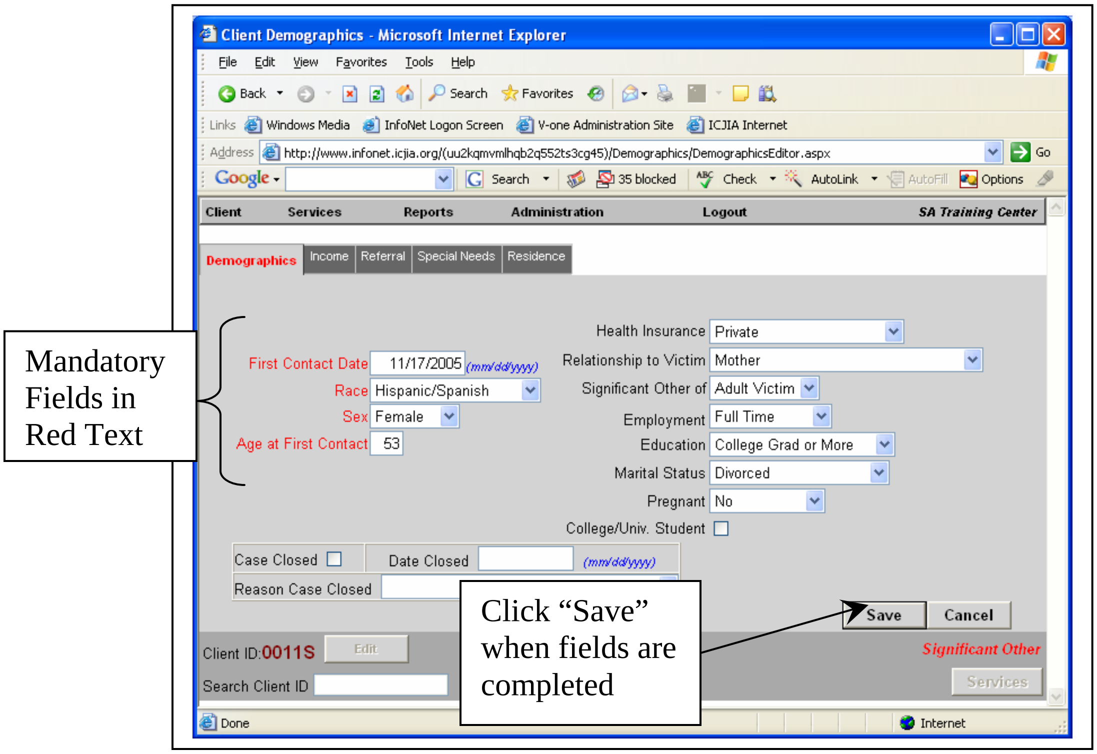
To enter a New Significant Other:

1. Select **Client** from the menu bar.
2. Select **Add** > **Significant Other**.



Demographics

1. Under the **Demographics** tab, the four fields immediately following **Significant Other ID** are mandatory. Enter the **Client ID** (ending with S) and **First Contact Date**. Then, select the appropriate **Race** and **Sex** from the drop-down menu, and enter **Age at First Contact**. Once this information is entered, you will be allowed to save the data on this page and continue to the next tab. However, you should make every effort to complete every field on this page. Use the "unknown" category sparingly if it is not possible to obtain this information, and "not reported" if you do not collect this data on any of your center's clients.
2. Click Save.



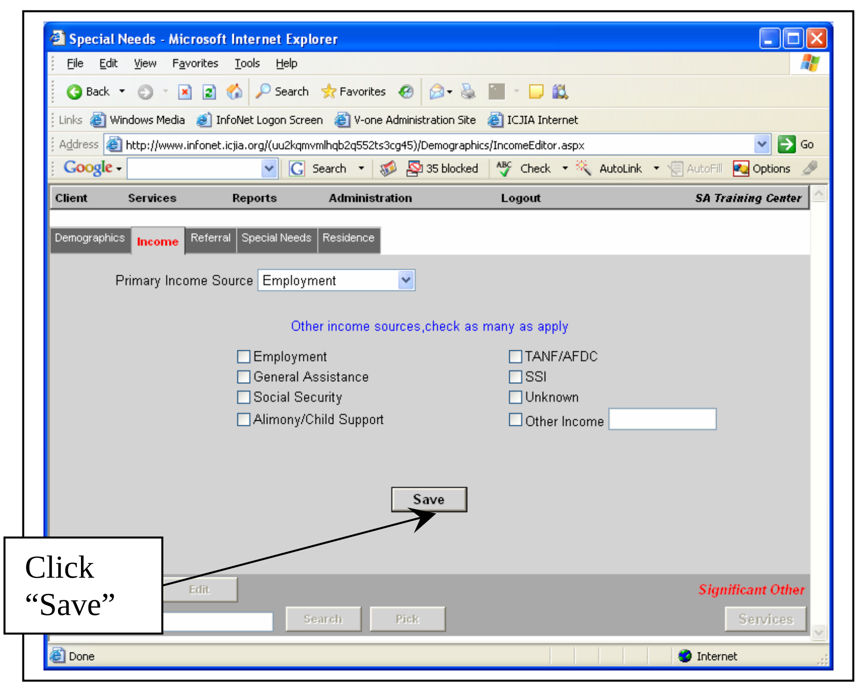
The Demographics tab includes the following fields:

Field	Type	Explanation
First Contact Date	Date Field	This date will be used to define new and ongoing clients in the reports. If **First Contact Date** is within the reporting period and the client received at least one service during the reporting period, then the client is **new**. If **First Contact Date** is prior to the reporting period and the client received service in the reporting period, then the client is **ongoing**.
Race	Drop-down Menu	Select the most appropriate race from the drop-down menu to complete this field. An “unknown” category is also included.
Sex	Drop-down Menu	Select male, female, or other from the drop-down menu.
Age at First Contact	Numeric Field	InfoNet does not include birthdates, so you must enter the client’s **Age at First Contact**. Enter **“–1”** for unknown.
Health Insurance	Drop-down Menu	Select the most appropriate health insurance information from the drop-down menu.

Field	Type	Explanation
Relationship to Victim	Drop-down Menu	Select the relationship the significant other shares with the victim.
Significant Other of	Drop-down Menu	Select whether the client is a significant other of an Adult Victim or Child Victim.
Employment	Drop-down Menu	Select the most appropriate employment information from the drop-down menu.
Education	Drop-down Menu	Select the most appropriate completed level of education information from the drop-down menu.
Marital Status	Drop-down Menu	Select the most appropriate marital status for the client from the drop-down menu.
Pregnant	Drop-down Menu	Select whether or not the client is pregnant. For male clients, select “not applicable.”
College/Univ. Student	Checkbox	Mark the checkbox if the client is a college or university student.

Income

1. Click on the Income tab to continue entering Intake Information.
2. Select the most appropriate **Primary Income Source** from the drop-down menu. In the event your client also has a supplemental source of income, check as many **Other Income Sources** as apply. If the client received a source of income not listed on the form, select “*Other Income*” and type the income source in the adjacent text box.
3. Click Save.

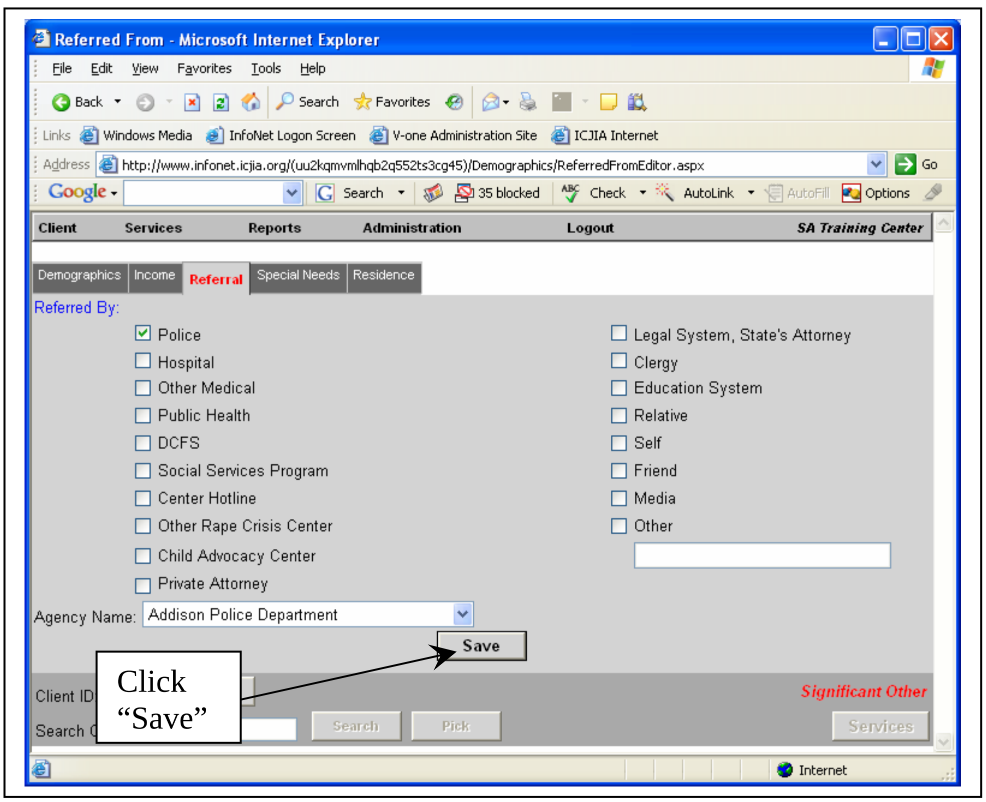


The Income tab includes the following fields:

Variables	Category	Explanation
Primary Income Source	Drop-down Menu	Select the **Primary Income Source** of the client.
Other Income Sources	Checkboxes	Check as many **Other Income Sources** that complement the client's Primary Income Source. Be sure to specify ***"Other Income."***

Referral

1. Click on the Referral tab to continue entering Intake Information.
2. Check the source indicating the type of agency or person that referred the client to your center. Select the **Agency Name** from the drop-down menu. If a referral source not listed referred the client to your center, select "*Other*" and specify the referral source in the text box directly beneath this field.
3. Click Save.

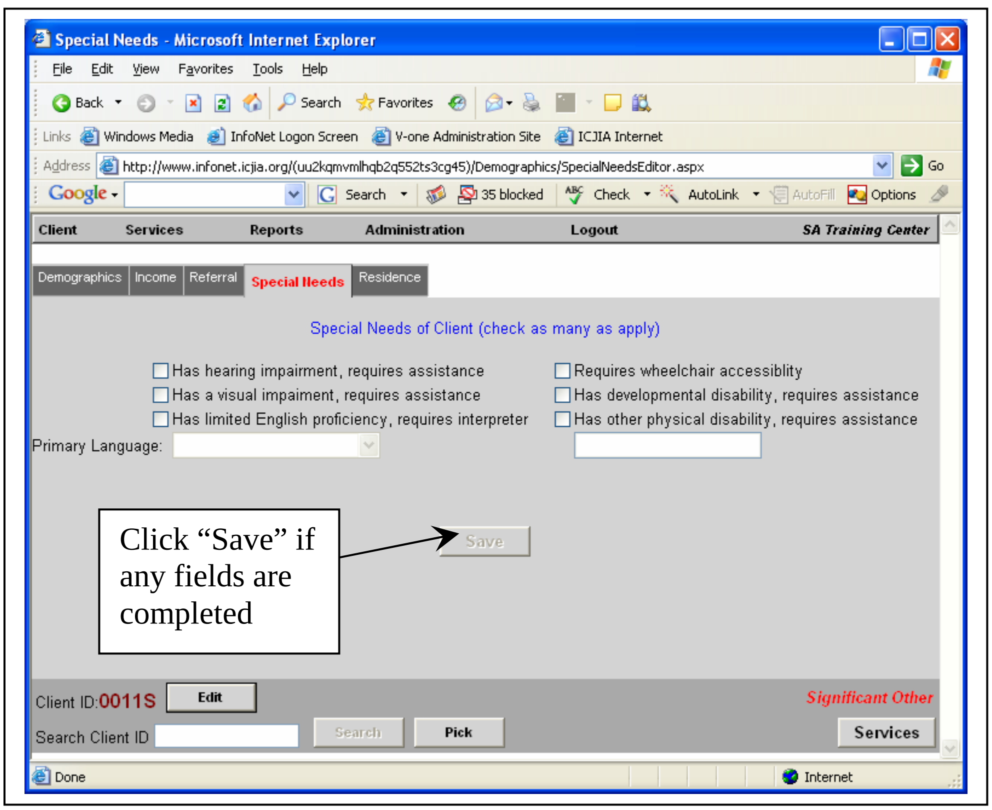


The Referral tab includes the following fields:

Field	Type	Explanation
Referred by	Checkboxes	Indicate the type of agency or person that **Referred** the client to your program. Be sure to specify *"Other"* if a different source referred the client to your center.
Agency Name	Drop-down Menu	Select from the drop-down menu the specific agency that referred your client. This information is not mandatory and will only be accessed by your program.

Special Needs

1. Click on the Special Needs tab to continue entering Intake Information.
2. Check any **Special Needs** that may apply to the client. Use the drop-down menu to indicate the client's **Primary Language** if an interpreter is required. Be sure to specify "*Other special needs*" if it is selected.
3. Click Save.

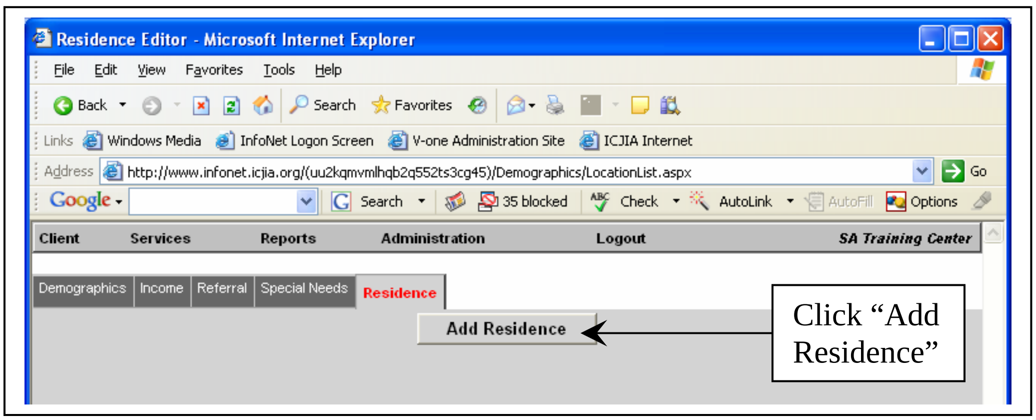


The Special Needs tab includes the following fields:

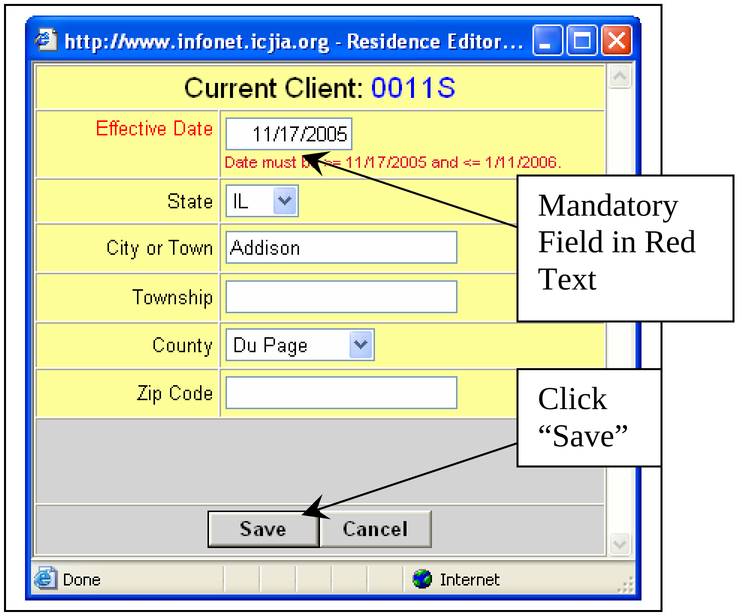
Field	Type	Explanation
Special Needs of Client	Checkboxes	Check any **Special Needs** that may apply to the Client. Be sure to specify what the disability is if *"Has other physical disability,"* is used.
Primary Language of Client	Drop-down Menu	Select the client's **Primary Language** if an interpreter is required.

Residence

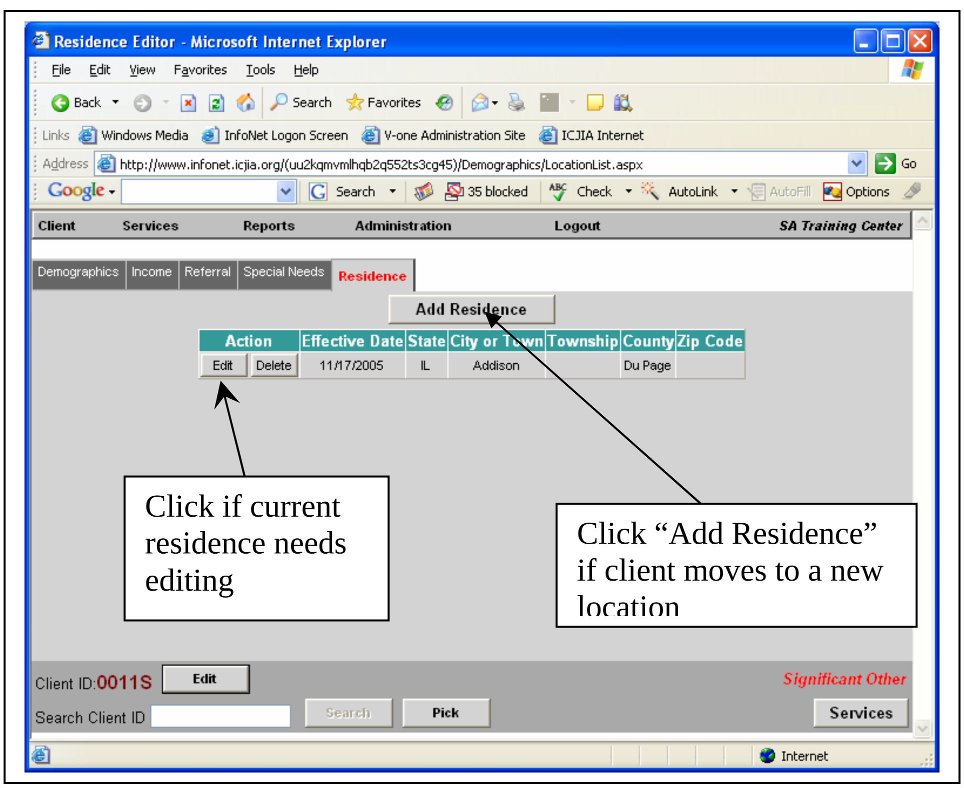
1. Click on the Residence tab to continue entering Intake Information.
2. Click on **Add Residence**.

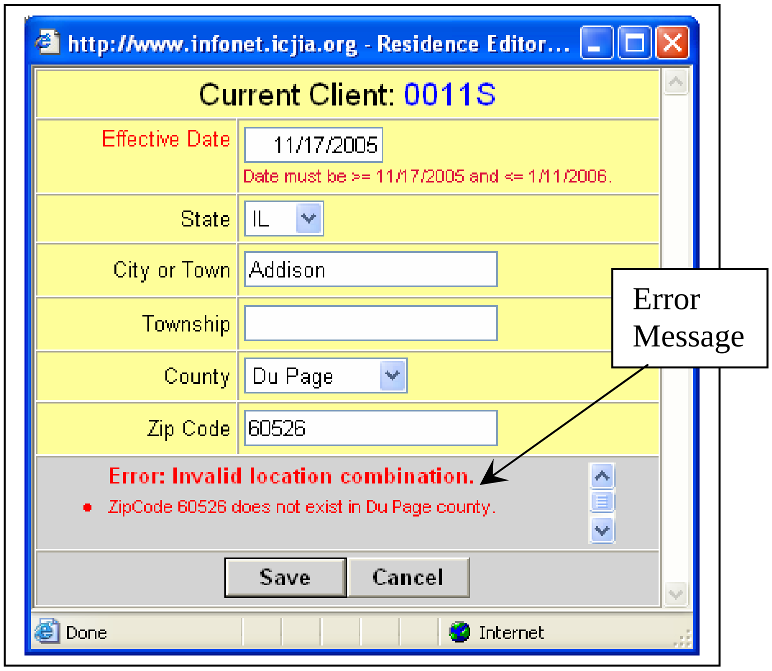


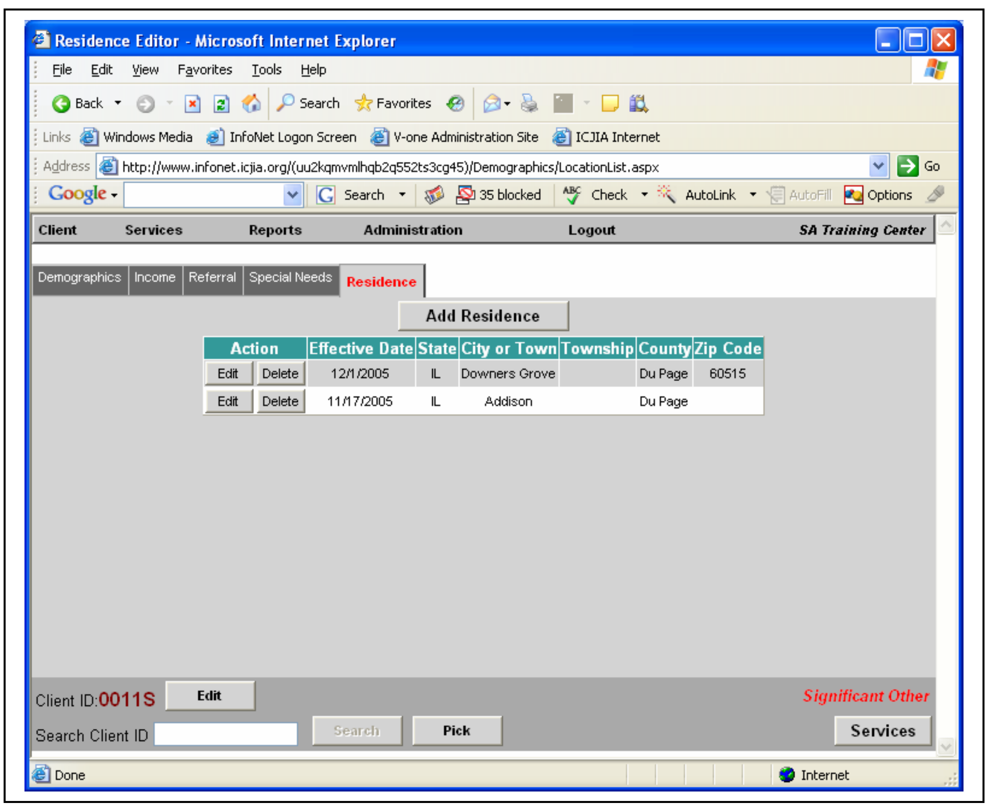
3. Enter the **Effective Date** of residence. Although a client most likely has lived at the current location before seeking services, you are only concerned about his/her residence starting at the time of intake. Once this information is entered, you will be allowed to save the data, and a history of the client's residence is started. **Effective Date** is the only mandatory information in this window; however, you are encouraged to enter county-level data in order to facilitate regional analysis of data.
4. Click Save.



5. If the client moves anytime while receiving services, click "Add Residence" and enter the new information. Once the information is saved, the current and previous residences will be displayed. When you click Save, the database will validate city or town, township, county, and zip code. An error message will be displayed if the information is incorrect.




http://www.infonet.icjia.org - Residence Editor...
Current Client: 0011S
Effective Date
11/17/2005
Date must be >= 11/17/2005 and <= 1/11/2006.
State
IL
City or Town
Addison
Township
County
Du Page
Zip Code
60526
Error: Invalid location combination.
ZipCode 60526 does not exist in Du Page county.
Save
Cancel
Done
Internet
Error Message


Residence Editor - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Links Windows Media InfoNet Logon Screen V-one Administration Site ICJIA Internet
Address http://www.infonet.icjia.org/(uu2kqmvmlhqb2q552ts3cg45)/Demographics/LocationList.aspx
Go
Google Search 35 blocked Check AutoLink AutoFill Options
Client Services Reports Administration Logout SA Training Center
Demographics Income Referral Special Needs Residence
Add Residence
Action Effective Date State City or Town Township County Zip Code
Edit Delete 12/1/2005 IL Downers Grove Du Page 60515
Edit Delete 11/17/2005 IL Addison Du Page
Client ID:0011S Edit
Significant Other
Search Client ID Search Pick
Services
Done
Internet

The Residence tab includes the following fields:

Field	Type	Explanation
Effective Date	Date Field	**Effective Date** of residence should be no earlier than date of intake (First Contact Date) and no later than the current date.
State	Drop-down Menu	Select the client's **State** of residence from the drop-down menu. IL is the Default State.
City or Town*	Text Field	Enter the client's residential **City or Town**.
Township*	Text Field	Enter the client's residential **Township**.
County	Drop-down Menu	Select the client's residential **County** from the drop-down menu.
Zip Code*	Numeric Field	Enter the client's residential **Zip Code**.

* The level of detail mandated by local funders determines collection and entry of city or town, township, and zip code data.

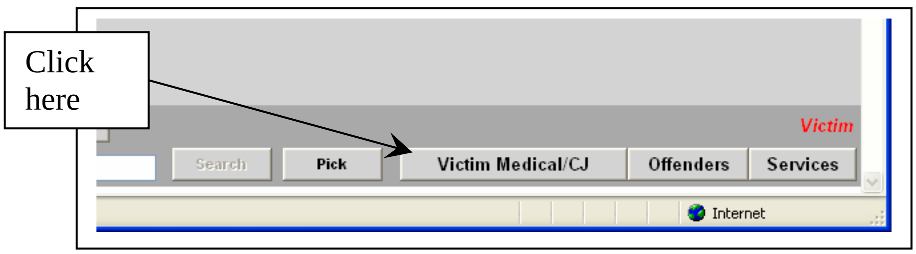
Victim Medical and Criminal Justice Information

When the demographic tabs have been completed, information regarding the client's progress through the medical and criminal justice processes should be entered. Under this section, medical response, police involvement, prosecution involvement, and orders of protection cover the medical and criminal justice systems' response to a client's victimization. You should go through these screens with your client at the time of intake and complete any available information. You should update these forms as more information becomes available. The following steps should be used to enter victim medical and criminal justice information:

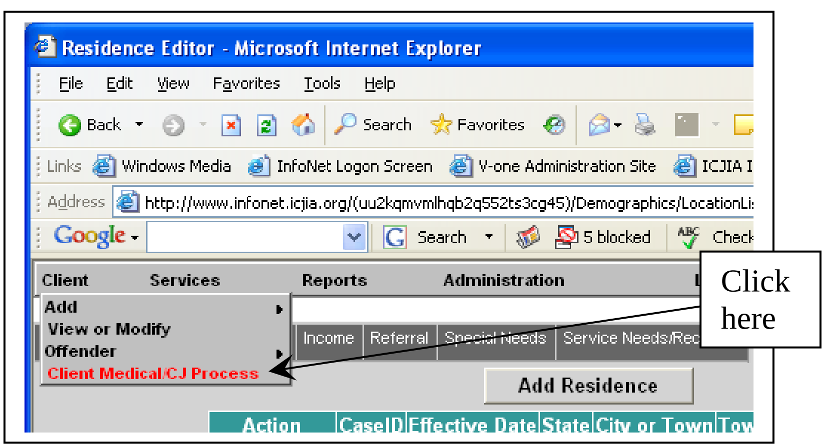
1. Click the **Victim Medical/CJ** Button in bottom right-hand corner of form.

OR

1. Select **Client** from the menu bar.
2. Select **Client Medical/CJ Process**.

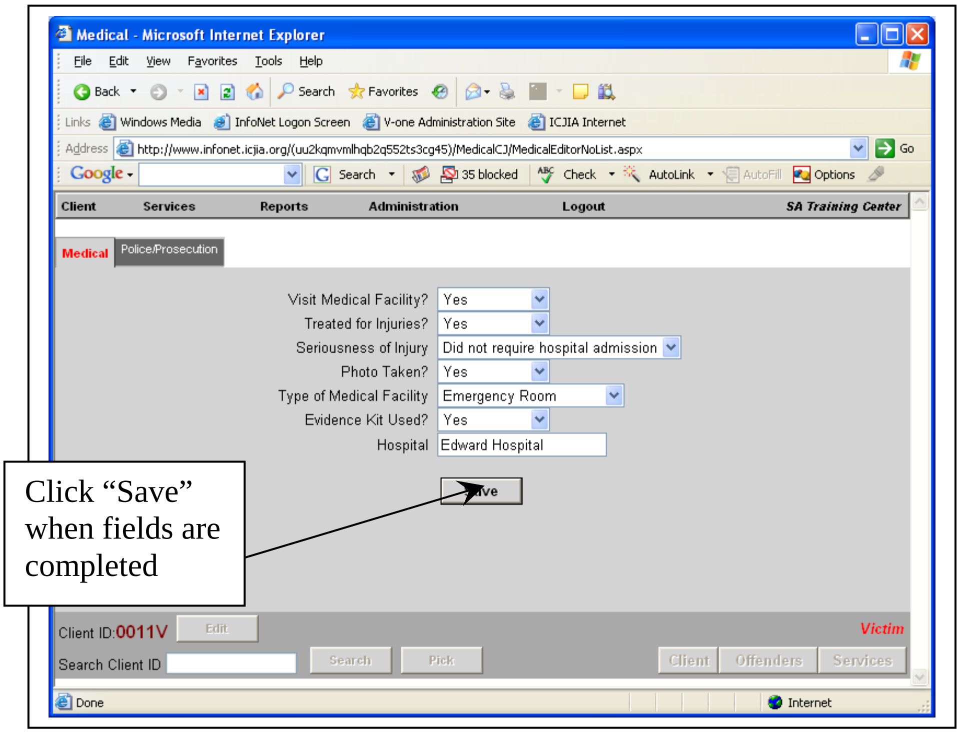


OR



Medical

1. Under the **Medical** tab, select the appropriate answers in the drop-down menus and one text field regarding any medical issues related to the client's primary presenting issue. Once this information is entered, you will be allowed to save the data on this page and continue to the next tab.
2. Click Save.

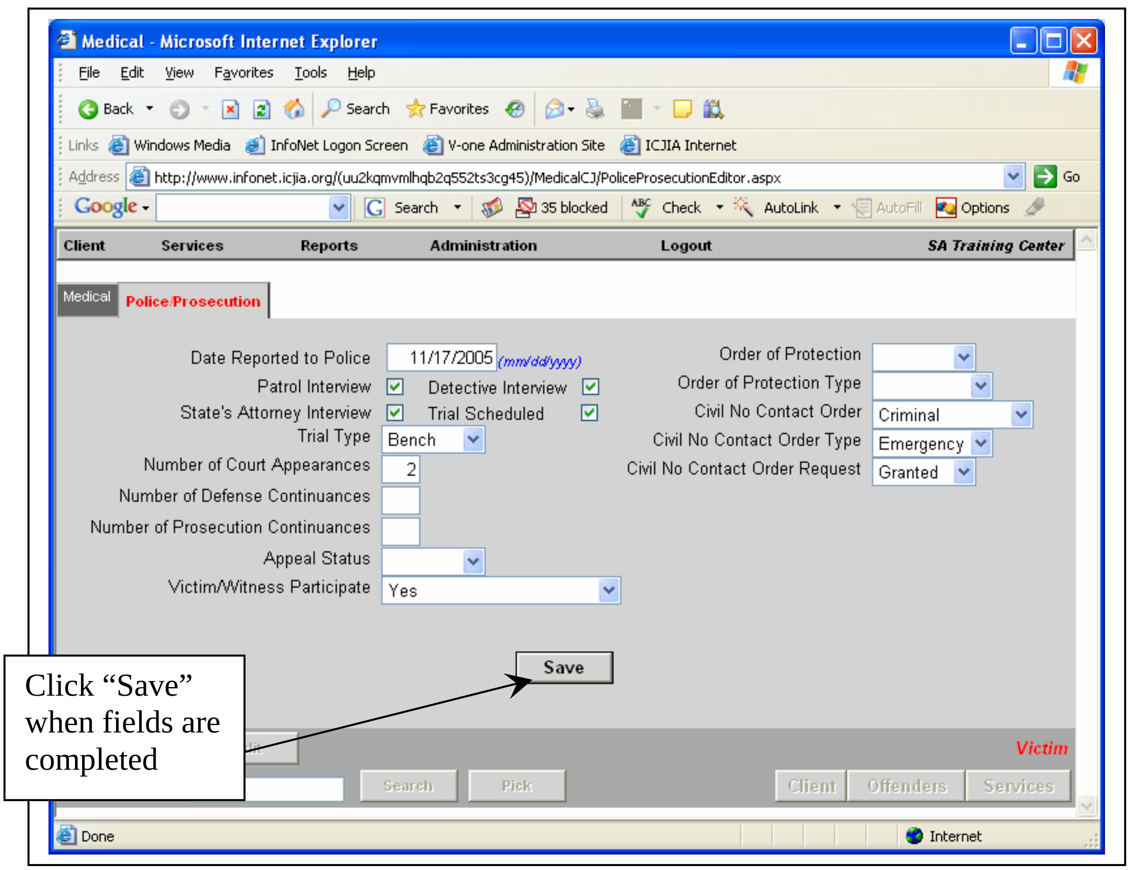


The Medical tab includes the following fields:

Field	Type	Explanation
Visit Medical Facility	Drop-down Menu	Select whether or not the victim visited a **Medical Facility**.
Treated for Injuries	Drop-down Menu	Select whether or not the victim was **Treated for Injuries** (if applicable).
Seriousness of Injury	Drop-down Menu	Select whether or not the victim's injury required hospital admission (if applicable).
Photo Taken	Drop-down Menu	Select whether or not photos were taken of the victim's injuries (if applicable).
Type of Medical Facility	Drop-down Menu	Select what **Type of Medical Facility** the victim visited (if applicable).
Evidence Kit Used	Drop-down Menu	Select whether an **Evidence Kit was Used** (if applicable).
Hospital	Text Field	Enter the name of the **Hospital** visited (if applicable).

Police/Prosecution

1. Click on the Police/Prosecution tab to continue entering Intake Information.
2. Enter the **Date** the incident was **Reported to Police**. Check whether or not there were interviews performed by a **Patrol Officer**¸ **Detective**, or **State's Attorney**. Also, check the next field if there is a **Trial Scheduled**.
3. If the victim has a trial scheduled, be sure to keep all of the case information updated in the database. Select the **Trial Type** from the drop-down menu. Enter the number of **Court Appearances**, **Defense Continuances**, and **Prosecution Continuances**, and select whether or not the victim received services from a victim/witness program by selecting the appropriate option from the **Victim/Witness Participate** drop-down menu.
4. Click Save.



The Police/Prosecution tab includes the following fields:

Field	Type	Explanation
Date Reported to Police	Date Field	Enter the **Date** the victim reported the presenting issues to the police (if applicable).
Patrol Interview	Checkbox	Check if there was an **Interview** by a patrol officer.
Detective Interview	Checkbox	Check if there was an **Interview** by a detective.
State's Attorney Interview	Checkbox	Check if there was an **Interview** by a State's Attorney.
Trial Scheduled	Checkbox	Check if there is a **trial scheduled.**
Trial Type	Drop-down Menu	Select the appropriate **Trial Type** from the drop-down menu.
Number of Court Appearances*	Numeric Field	Enter the **Number of Court Appearances**.
Number of Defense Continuances*	Numeric Field	Enter the **Number of Defense Continuances**.
Number of Prosecution Continuances*	Numeric Field	Enter the **Number of Prosecution Continuances**.
Appeal Status	Drop-down Menu	Select the appropriate status of the **Appeal** (if applicable).
Victim/Witness Participation	Drop-down Menu	Select whether or not the victim received services from a Victim/Witness Program.
Order of Protection	Drop-down Menu	If the victim was granted an order of protection, indicate whether the order was requested in criminal or civil court.
Order of Protection Type	Drop-down Menu	Indicate whether the order is an Emergency, Plenary, Interim, or Unknown **Type** of order from the drop-down menu.
Civil No Contact Order	Drop-down Menu	If the victim was granted a civil no contact order, indicate whether the order was requested in criminal, civil, or juvenile court, if known

Field	Type	Explanation
Civil No Contact Order Type	Drop-down Menu	Indicate whether the civil no contact order is an Emergency, Plenary, or Unknown **Type** of order from the drop-down menu.
Civil No Contact Order Request	Drop-down Menu	Indicate whether the Civil No Contact Order was Granted or Denied, if known.

* These numbers should be updated each time an event occurs.

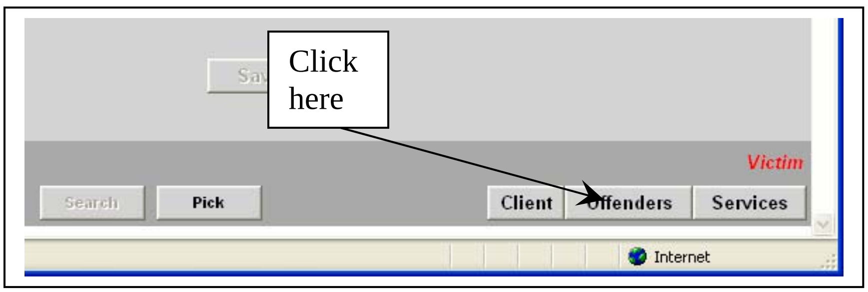
Offender and Offender Criminal Case Information

You can enter limited data on the offender, including his/her sex, race, county of residence, relationship to client, and age. You may also indicate whether or not the offender is a registered sex offender. The database also allows you to track the offender's process through the criminal justice system. You can enter the offender's police and trial charges, as well as court sentencing records. If there are multiple offenders, you can enter this information for each respective offender. The following steps should be used to enter offender and offender criminal case information data:

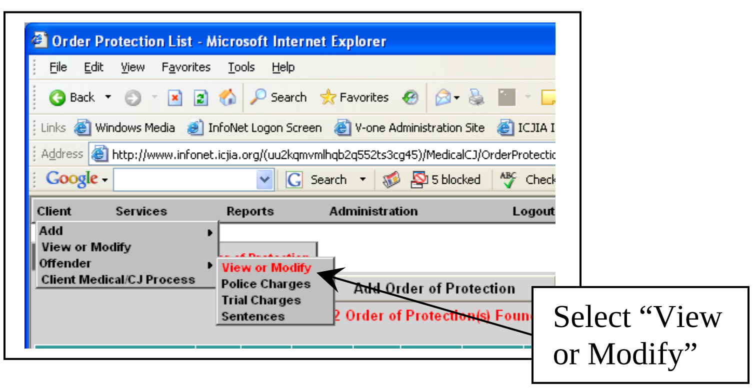
1. Click the **Offenders** Button in bottom right-hand corner of form.

OR

1. Select **Client** from the top toolbar.
2. Select **Offenders > View or Modify**.

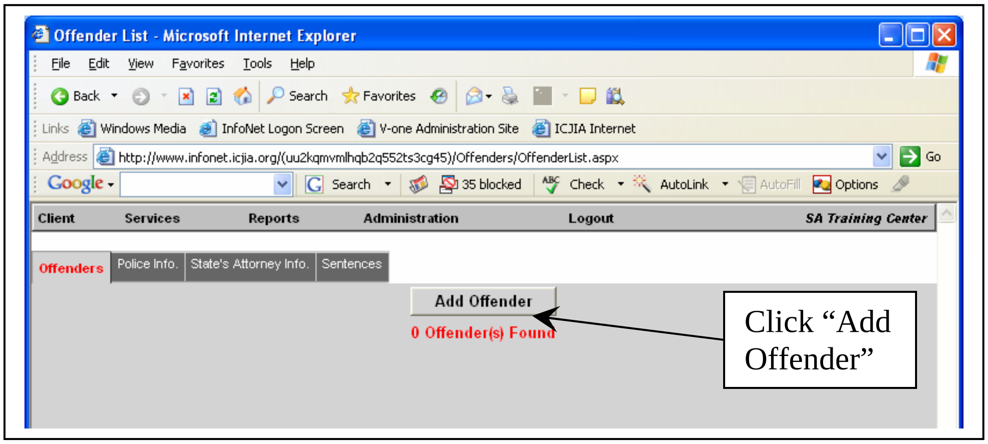


OR

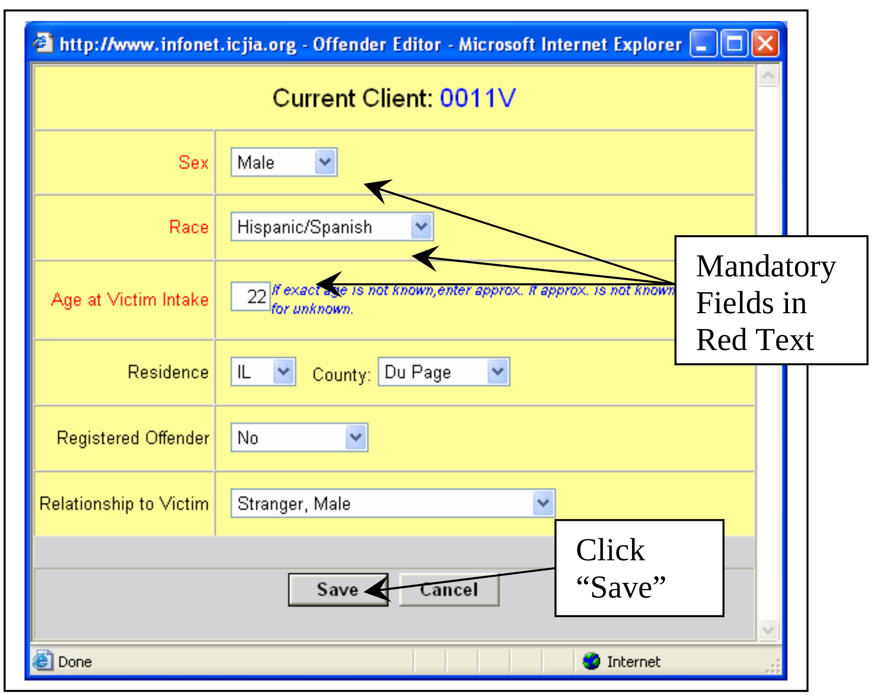


Offenders

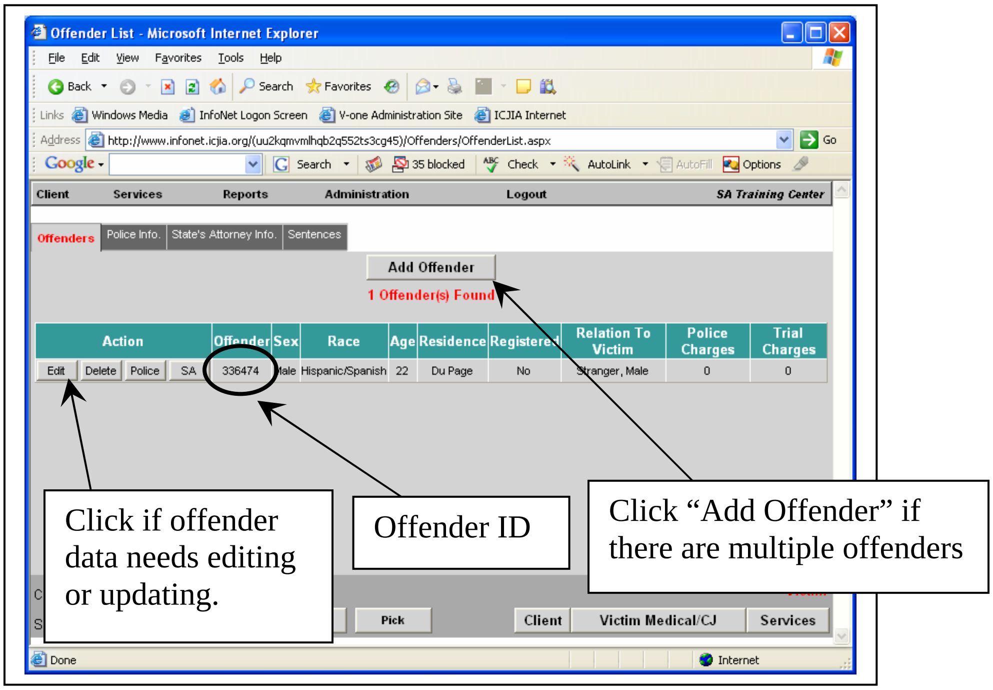
1. Click on **Add Offender**.

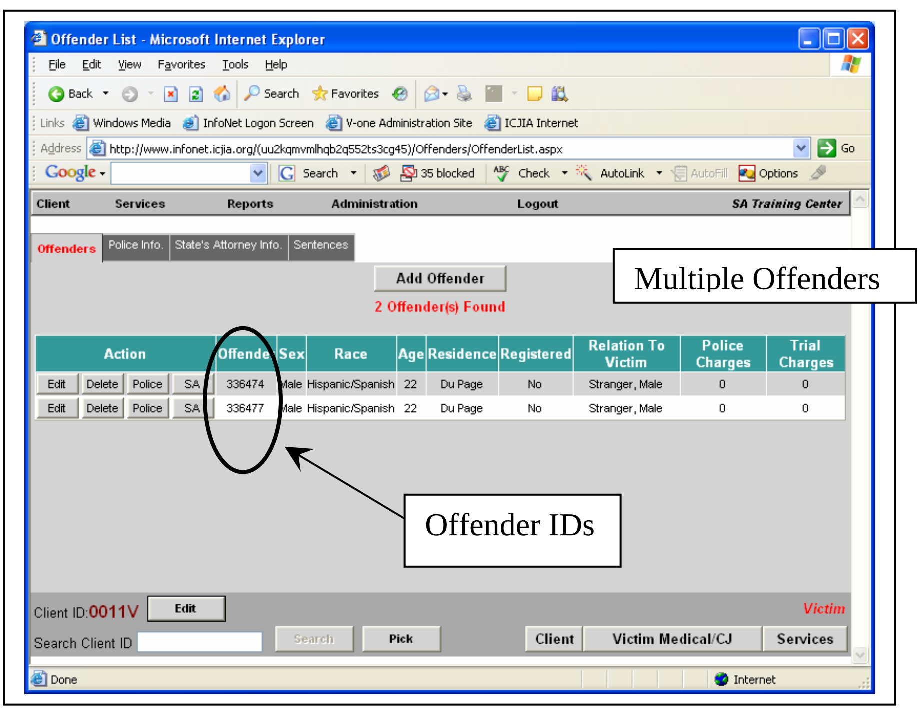


2. Select the **Sex** and **Race** of the offender from the drop-down menu and enter the offender's **Age**. Once this information is entered, you will be allowed to save the data and a history of the client's offender(s) is started. While only these three fields are mandatory, you should make every effort to complete as many of the other Offender fields as possible.
3. Click Save.



4. Once you have saved an offender's information, the following screen will list each offender entered for your client within a green summary bar, which can be modified or updated by clicking **Edit**. Click **Add Offender** if there is another offender to enter into the database. You will replicate the process of adding the first offender. When all offenders are displayed, each will be given its own computer-generated Offender ID. When entering data for each one, be sure to pay close attention to the Offender ID so that the data are correct for each respective offender.



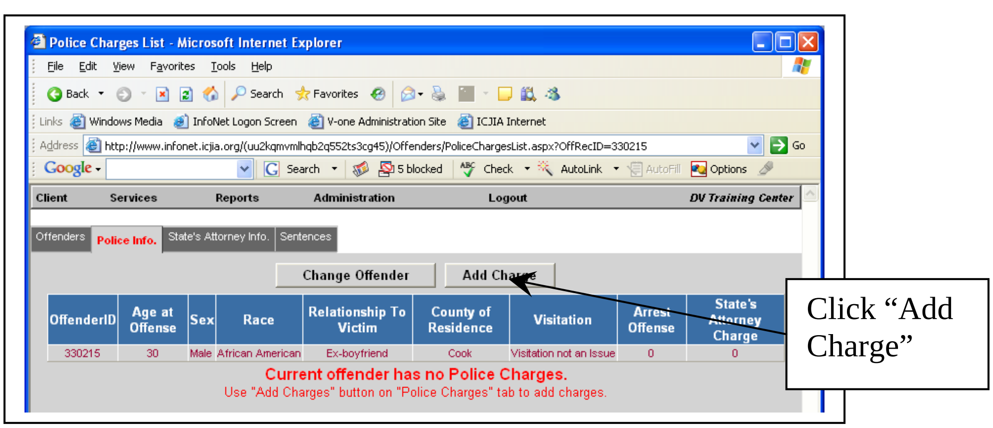


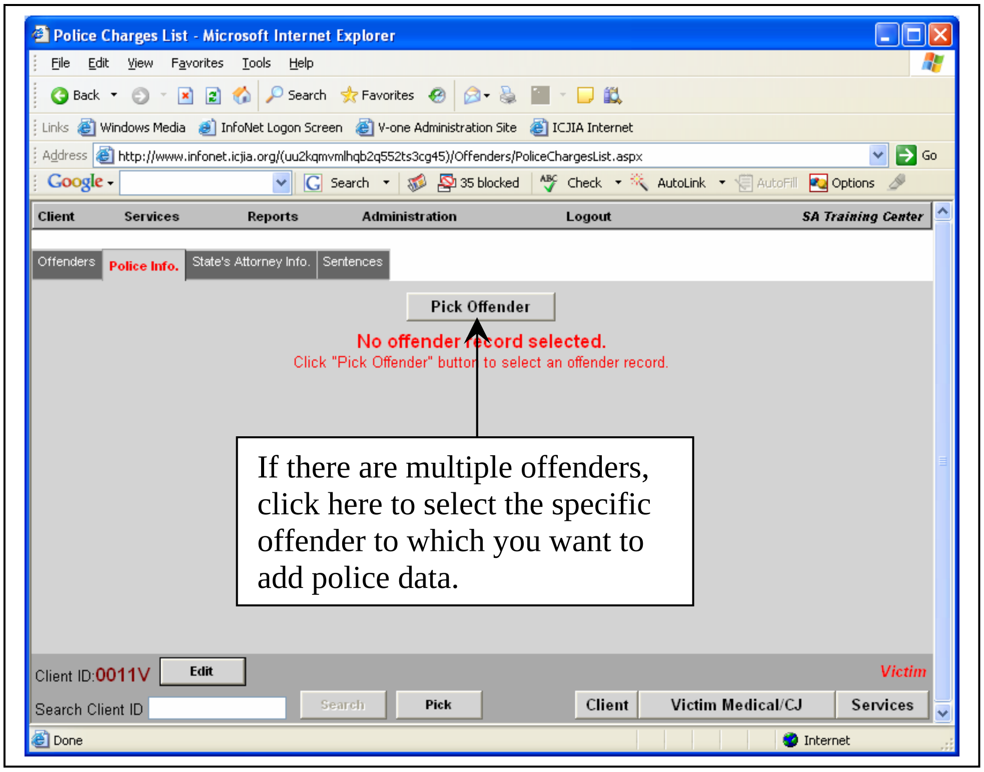
The Offender window includes the following fields:

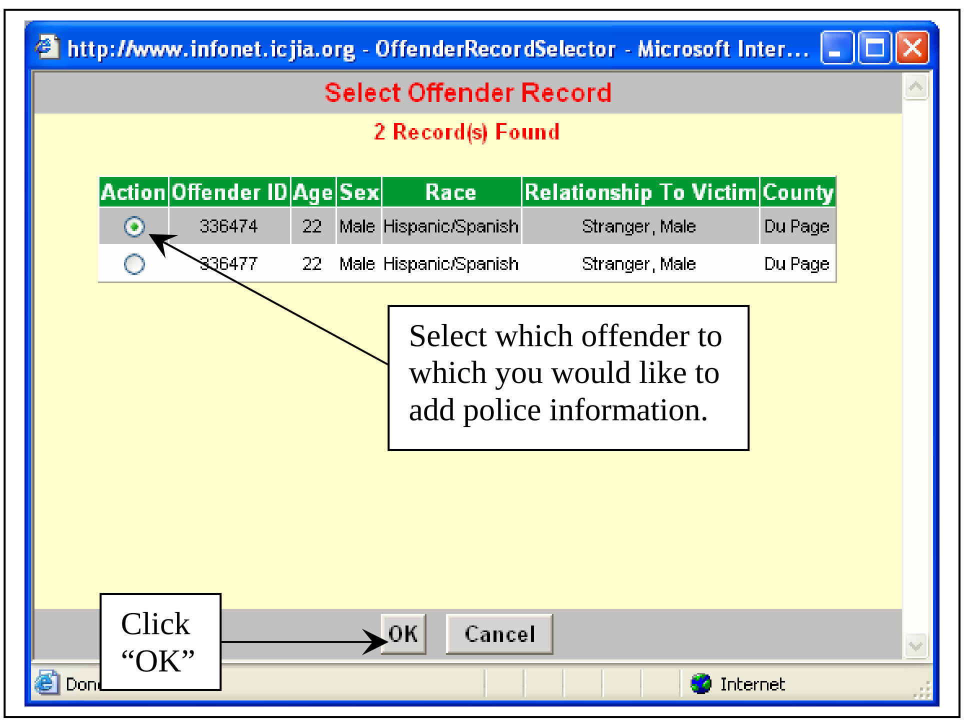
Field	Type	Explanation
Sex	Drop-down Menu	Select the offender's **Sex** from the drop-down menu.
Race	Drop-down Menu	Select the offender's **Race** from the drop-down menu.
Age at Victim Intake	Numeric Field	Enter the offender's **Age at** the time of **Victim Intake**. Enter –1 if the offender's age is unknown.
Residence	Drop-down Menu	Select the offender's state of **Residence** from the drop-down menu.
County	Drop-down Menu	Select the offender's **County** of residence from the drop-down menu.
Registered Offender	Drop-down Menu	Select whether or not the offender is a **Registered Sex Offender** from the drop-down menu.
Relationship to Victim	Drop-down Menu	Select the offender's **Relationship to the Victim** from the drop-down menu.

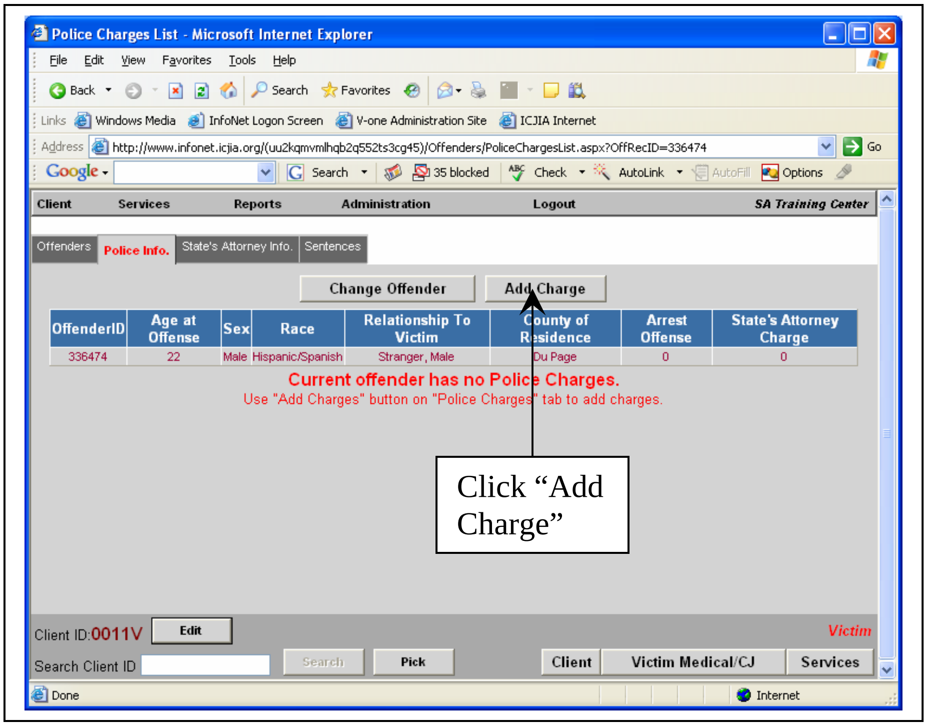
Police Information

1. You can enter whether the police arrested and/or charged the offender(s). While this information may not be available at the time of intake, it can be added or updated as it becomes available or known. If a suspect was arrested, you can enter whether the charge(s) were felony or misdemeanor charges, and what the actual charges were. Click on the **Police Info.** tab to enter this data.
2. If there is one offender, simply click on **Add Charge**.
3. If there are multiple offenders, click on **Pick Offender**. A pop-up window will open, displaying all of the offenders. Select the specific offender to which you want to add police data. Be sure to check the Offender ID to make sure you select the correct offender. Click **OK**. Once the respective offender is selected, click on **Add Charge**.

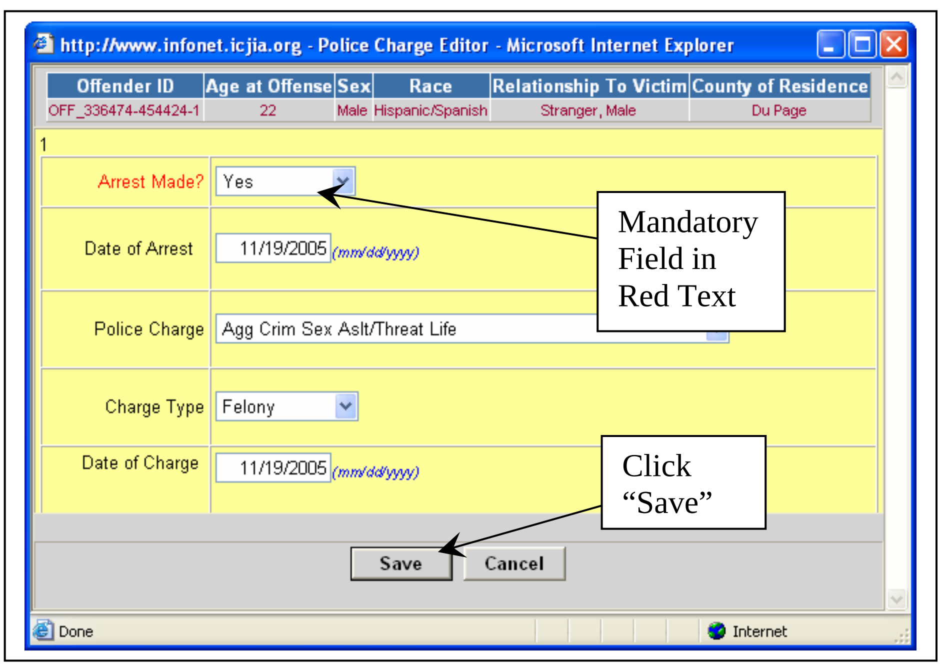



Police Charges List - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://www.infonet.icjia.org/(uu2kqmvmlhqb2q552ts3cg45)/Offenders/PoliceChargesList.aspx
Client Services Reports Administration Logout SA Training Center
Offenders Police Info. State's Attorney Info. Sentences
Pick Offender
No offender record selected.
Click "Pick Offender" button to select an offender record.
If there are multiple offenders, click here to select the specific offender to which you want to add police data.
Client ID:0011V Edit Victim
Search Client ID Search Pick Client Victim Medical/CJ Services
Done Internet

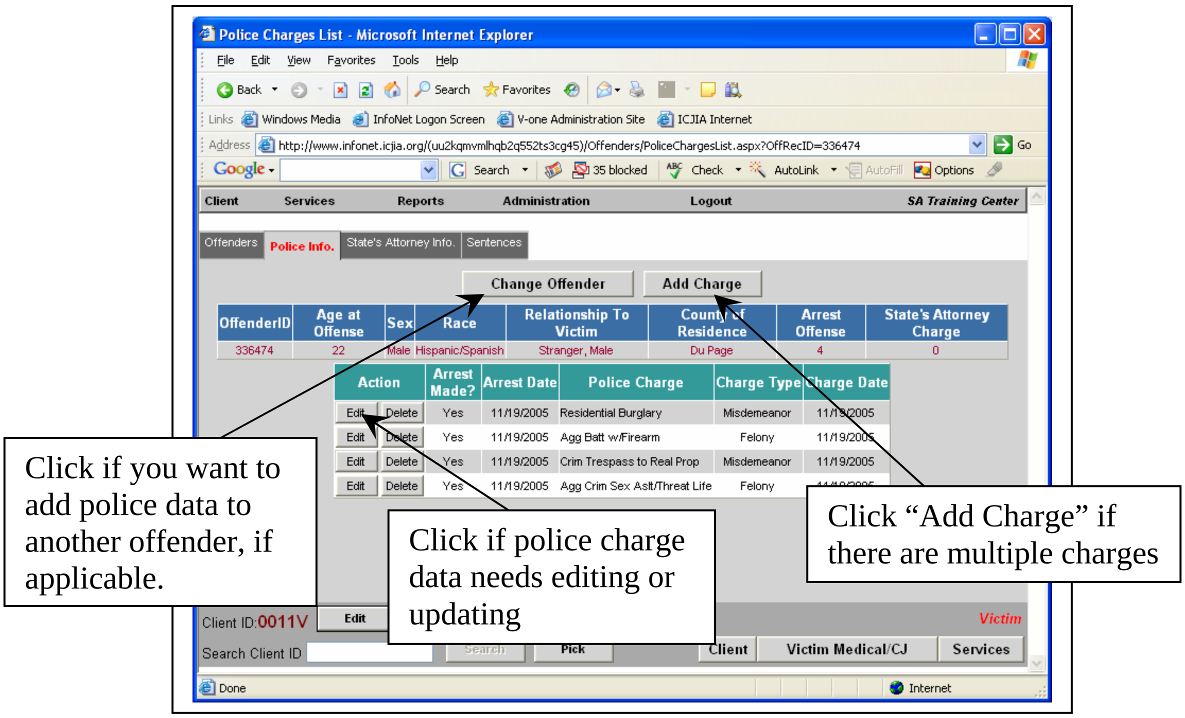

http://www.infonet.icjia.org - OffenderRecordSelector - Microsoft Inter...
Select Offender Record
2 Record(s) Found
Action Offender ID Age Sex Race Relationship To Victim County
336474 22 Male Hispanic/Spanish Stranger, Male Du Page
336477 22 Male Hispanic/Spanish Stranger, Male Du Page
Select which offender to which you would like to add police information.
Click "OK"
OK Cancel
Internet



4. Select whether there was an **Arrest Made**. Once this information is entered, you will be allowed to save the data, and a history of the offender's police contacts is started. Although this is the only mandatory information in this window, you should make every effort to complete as many of the Police Charge fields as possible. You can enter one record to reflect each offender arrest and/or charge.
5. Click Save.



6. After the police information is saved, the offender data will now appear in a blue summary bar. You will not be able to modify this data; however, the recently entered police data will appear within a green summary bar, which can be modified or updated by clicking **Edit**. If the offender has multiple charges, click **Add Charge** to continue entering the police data. If there are multiple offenders and there is police information for another offender, click **Change Offender** to pull up the respective offender's information that needs updated police data. Before entering data, however, be sure to check the Offender ID to make sure you selected the correct offender.



The Police Charge window includes the following fields:

Field	Type	Explanation
Arrest Made	Drop-down Menu	Select if there was an **Arrest Made** from the drop-down menu.
Date of Arrest	Date Field	Enter the **Date of Arrest**.
Police Charge	Drop-down Menu	Select if there was a **Police Charge** from the drop-down menu. The charges are grouped by sex-related crimes, domestic violence-related crimes, and other crimes. The charges are sorted alphabetically and highlighted a different color for each group.
Charge Type	Drop-down Menu	Indicate if the **Charge** was a misdemeanor or felony from the drop-down menu.
Date of Charge	Date Field	Enter the **Date of Charge.**

State’s Attorney Information

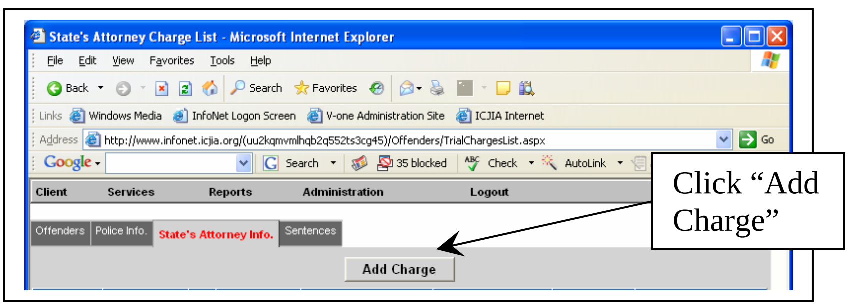
1. You can enter whether or not the state’s attorney filed any charges against the offender. While this information most likely won’t be available at the time of intake, it should be added and/or updated as it becomes available and as the criminal case proceeds. Click on the **State’s Attorney Info**. tab to enter this data.
2. If there is one offender, simply click on **Add Charge**.

OR

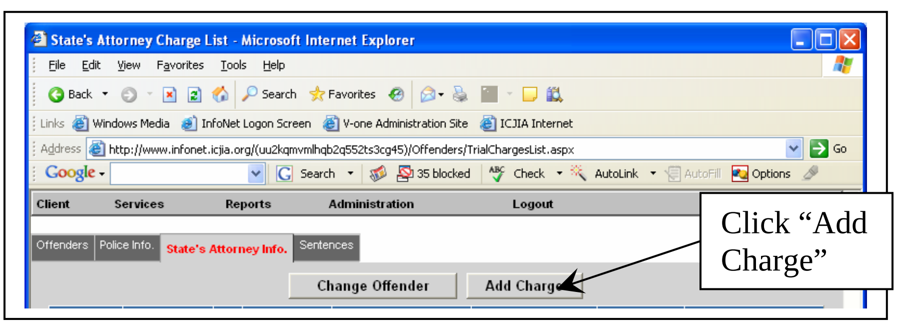
2. If there are multiple offenders and you are continuing data entry from the police information tab, you will remain on the last offender for which you entered data. Be sure to check the Offender ID to make sure you are entering data for the correct offender.

OR

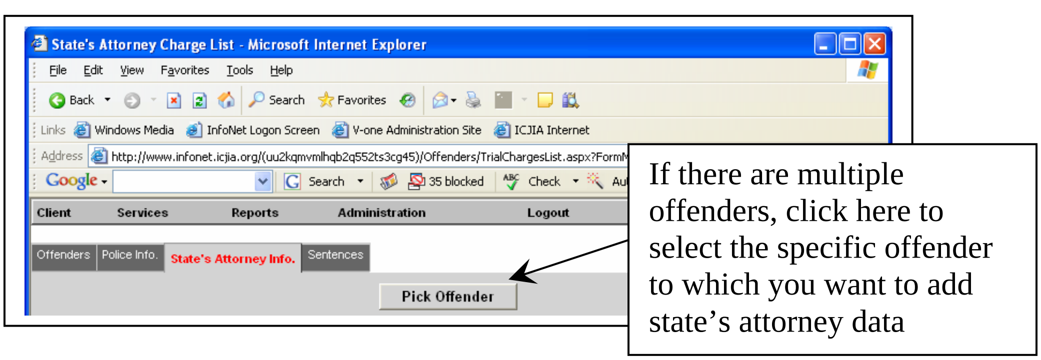
2. If there are multiple offenders and you are entering State’s Attorney data directly after logging onto InfoNet, click on **Pick Offender** to select the specific offender to which you want to add state’s attorney data. Be sure to check the Offender ID to make sure you selected the correct offender. Once the respective offender is selected, click on **Add Charge**.

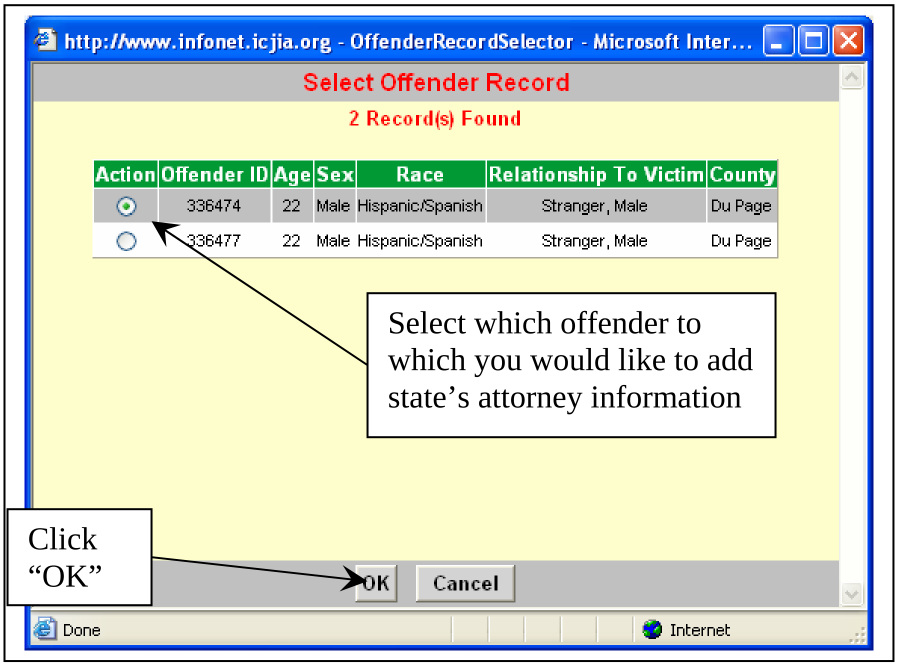


OR

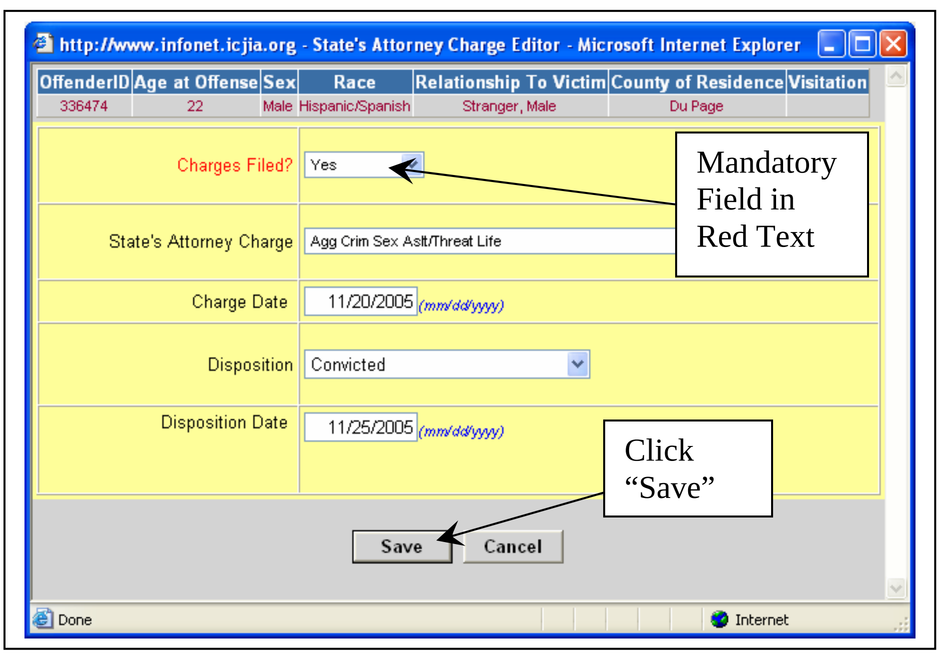


OR

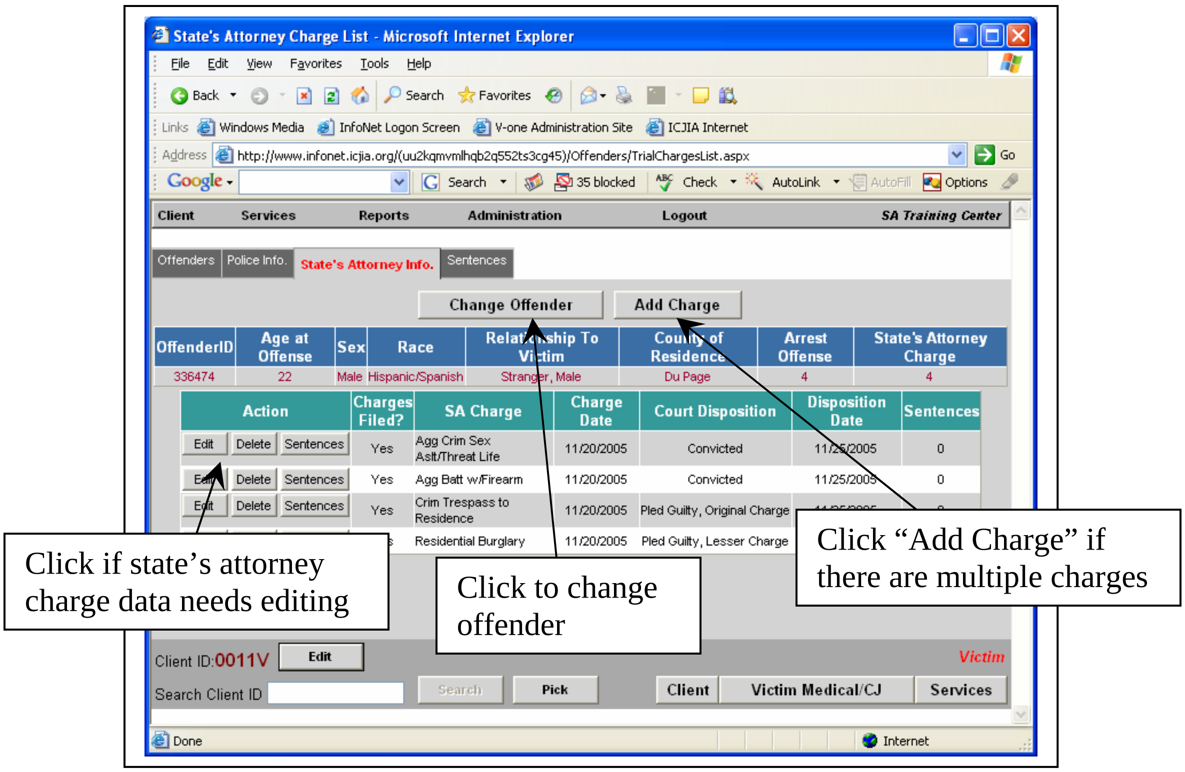




3. Select whether there were any **Charges Filed** by the state's attorney. Once this information is entered, you will be allowed to save the data and the offender's charge history is started. Although this is the only mandatory information in this window, you should make every effort to indicate the type of charge by the state's attorney, charge date, disposition (outcome of the case), and the disposition date. Again, the data on this page should be updated as information becomes available and as the criminal case proceeds.
4. Click Save.



5. After the state's attorney information is saved, the offender and police data will now appear in a blue summary bar. You will not be able to modify this information; however, the recently entered state's attorney data will appear within a green summary bar, which can be modified or updated by clicking **Edit**. If the offender has multiple charges filed, click **Add Charge** to continue entering the state's attorney data. If there are multiple offenders and there is state's attorney information for another offender, click **Change Offender** to pull up the respective offender's information that needs state's attorney data added to it. Before entering data, however, be sure to check the Offender ID to make sure you selected the correct offender.



The State's Attorney Charge window includes the following fields:

Field	Type	Explanation
Charges Filed	Drop-down Menu	Select whether or not there were **Charges Filed** by the state's attorney from the drop-down menu.
State's Attorney Charge	Drop-down Menu	Select the type of **State's Attorney Charge** from the drop-down menu.
Charge Date	Date Field	Enter the **Charge Date**.
Disposition	Drop-down Menu	Select the **Disposition** from the drop-down menu.
Disposition Date	Date Field	Enter the **Disposition Date**.

Sentences

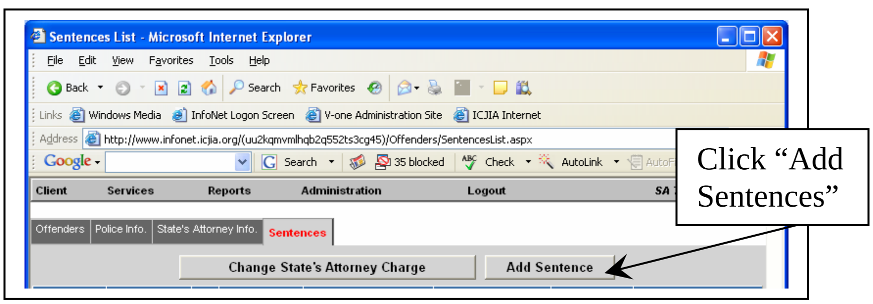
1. You can enter whether any of the state's attorney's charges led to the sentencing of the offender(s). If an offender was convicted, you can enter the sentence and sentence length. While this information will probably not be available at the time of intake, it should be added and/or updated as it becomes available and as the criminal case proceeds. Click on the **Sentences** tab to enter this data.
2. If there is one offender, simply click on **Add Sentence**.

OR

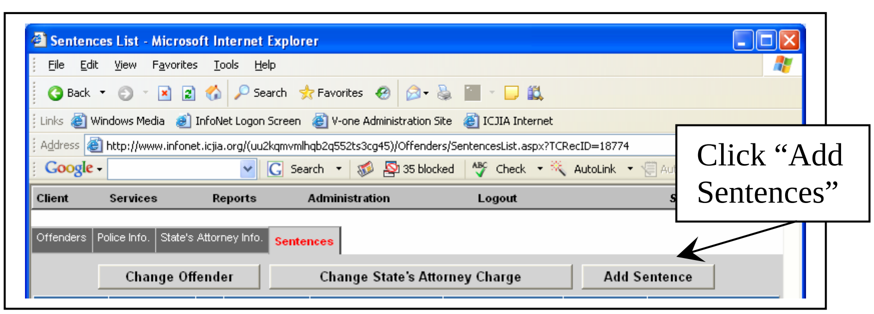
2. If there are multiple offenders and you are continuing data entry from the state's attorney information tab, you will remain on the last offender for which you entered data. Be sure to check the Offender ID to make sure you are entering the correct data for the selected offender. Click on **Add Sentence**.

OR

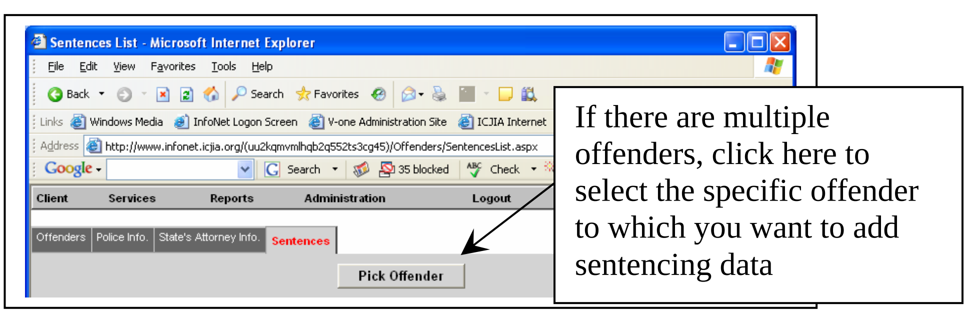
2. If there are multiple offenders and you are entering sentencing data directly after logging onto InfoNet, click on **Pick Offender** to select the specific offender to which you want to add sentence data. Be sure to check the Offender ID to make sure you selected the correct offender. Once the respective offender is selected, click on **Add Sentence**.

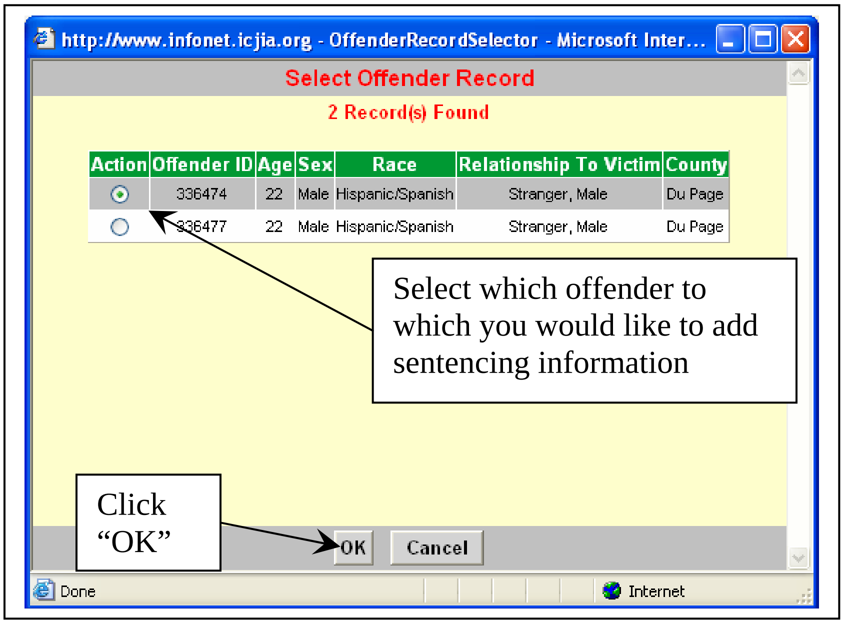


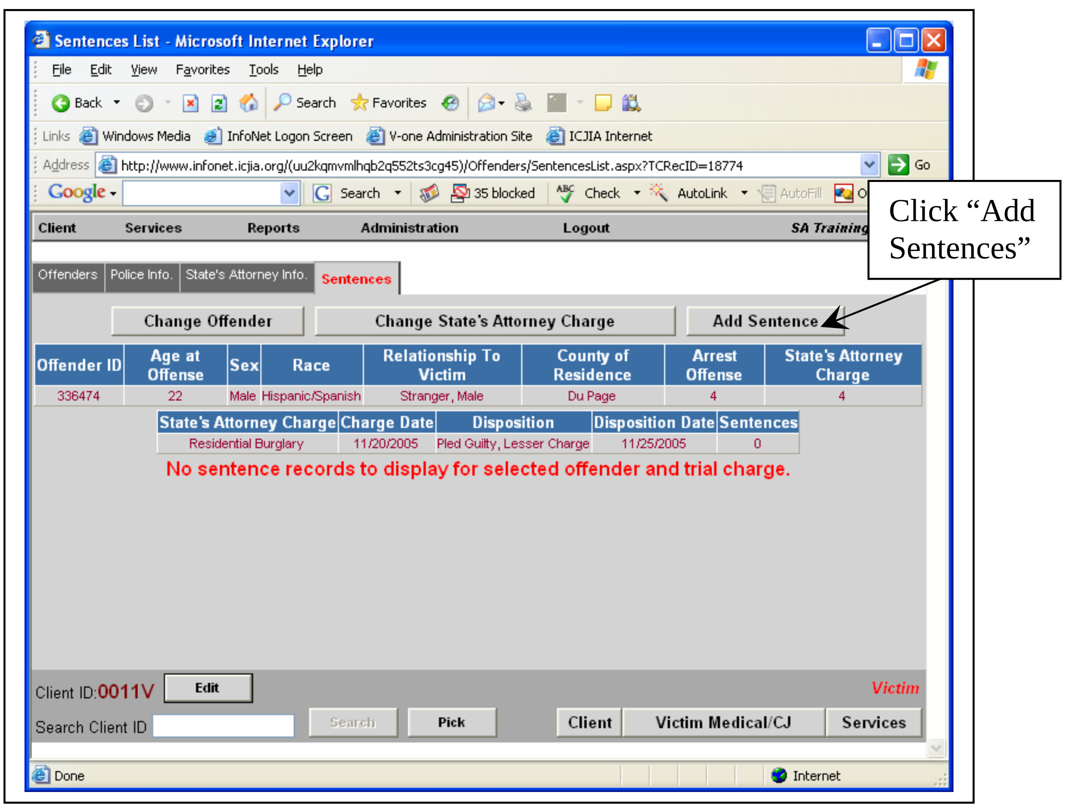
OR



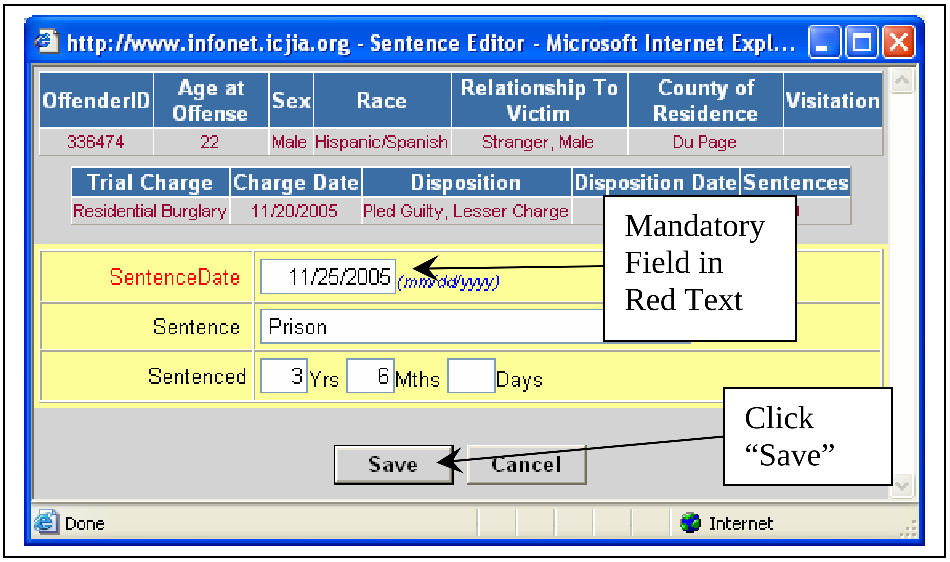
OR



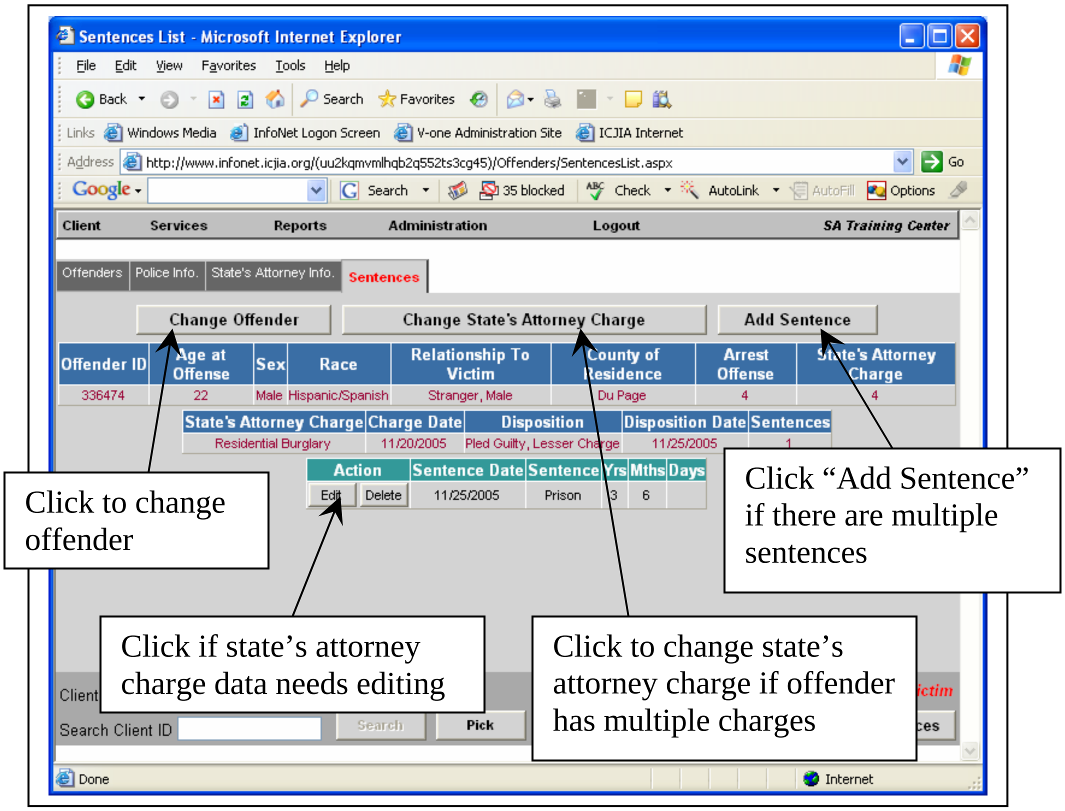

http://www.infonet.icjia.org - OffenderRecordSelector - Microsoft Inter...
Select Offender Record
2 Record(s) Found
Action Offender ID Age Sex Race Relationship To Victim County
336474 22 Male Hispanic/Spanish Stranger, Male Du Page
336477 22 Male Hispanic/Spanish Stranger, Male Du Page
Select which offender to which you would like to add sentencing information
Click "OK"
OK
Cancel
Done
Internet


Sentences List - Microsoft Internet Explorer
Click "Add Sentences"
Offenders
Police Info.
State's Attorney Info.
Sentences
Change Offender
Change State's Attorney Charge
Add Sentence
Offender ID Age at Offense Sex Race Relationship To Victim County of Residence Arrest Offense State's Attorney Charge
336474 22 Male Hispanic/Spanish Stranger, Male Du Page 4 4
State's Attorney Charge Charge Date Disposition Disposition Date Sentences
Residential Burglary 11/20/2005 Pled Guilty, Lesser Charge 11/25/2005 0
No sentence records to display for selected offender and trial charge.
Client ID:0011V
Edit
Search Client ID
Search
Pick
Client
Victim Medical/CJ
Services

3. Enter the **Sentence Date**. Once this is entered, you will be allowed to save the page, and the offender's sentencing information will be displayed with the offense and charge history. Although this is the only mandatory information in this window, you should make every effort to specify the type of sentence as well as the sentence length. Again, the data on this page should be updated as information becomes available and as the criminal case proceeds.
4. Click Save.



5. After the sentencing information is saved, the offender and state's attorney data will appear in two separate blue summary bars. You will not be able to modify this information; however, the recently entered sentencing data will appear within a green summary bar, which can be modified or updated by clicking **Edit**. If the offender has multiple sentences, click **Add Sentence** to continue entering the sentencing data. If there are multiple offenders and there is sentencing data for another offender, click **Change Offender** to pull up the respective offender's information that needs sentencing data added to it. Before entering data, however, be sure to check the Offender ID to make sure you selected the correct offender.



The Sentences window includes the following fields:

Field	Type	Explanation
Sentence Date	Date Field	Enter the **Sentence Date**.
Sentence	Drop-down Menu	Select the type of **Sentence** from the drop-down menu.
Sentenced	Numeric Field	If the sentence includes a specific timeframe, enter how long the offender was **Sentenced** by year, month, and day.

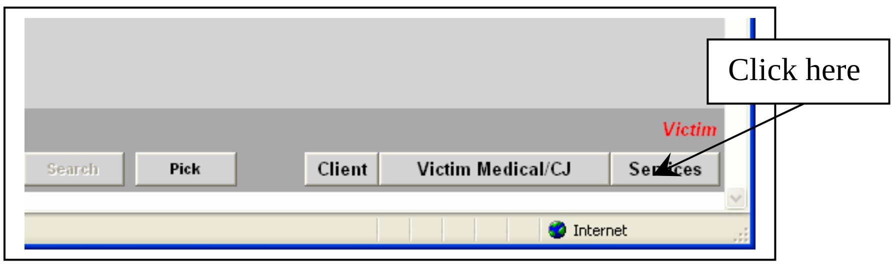
Direct Client Service Data

During the time you are actively providing service(s) to a client, you need to enter hours of service provided on an ongoing basis (perhaps daily, weekly, or monthly). You will also enter the name of the staff person (volunteer) providing the service, the date the service was provided, and the specific service provided. In addition to entering service data, you are also able to monitor cancellation of service and no show data. This will be similar to entering service data, whereas you will enter the type of service cancelled/not attended, reason why the service did not take place, staff person scheduled to provide the service, and the date the service was scheduled to occur. The following steps should be used to enter direct client service data:

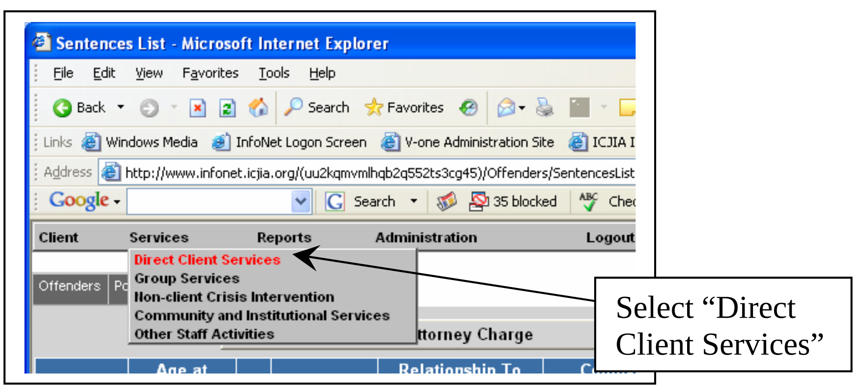
1. Click the **Services** Button in the bottom right-hand corner of the form.

OR

1. Select **Services** from the menu bar.
2. Select **Direct Client Services**.

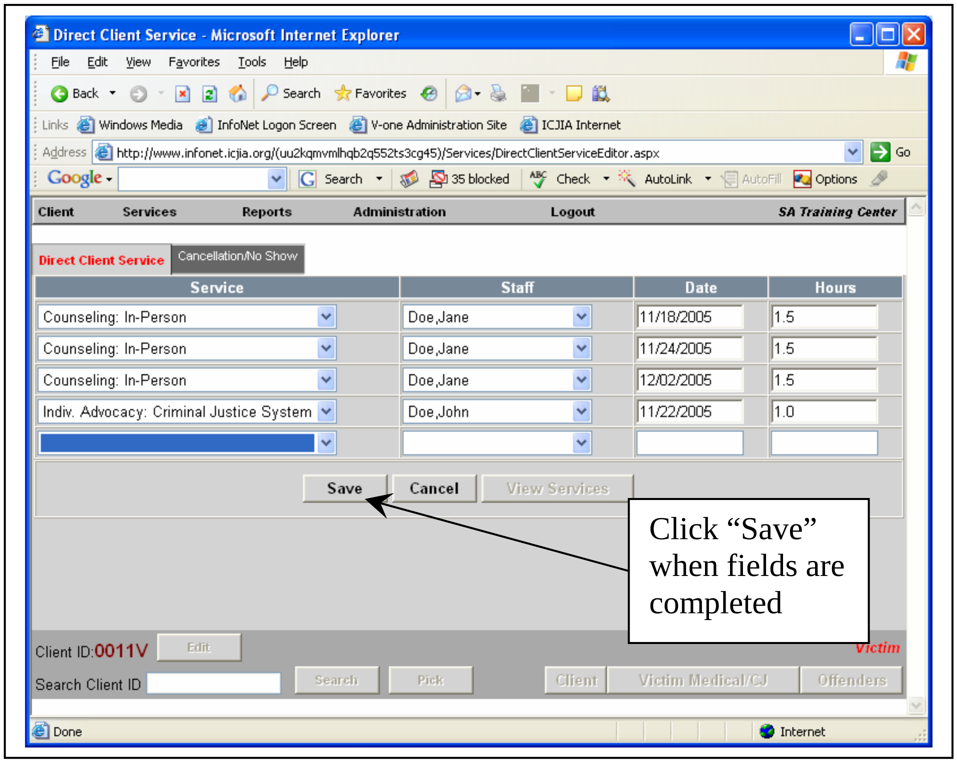


OR

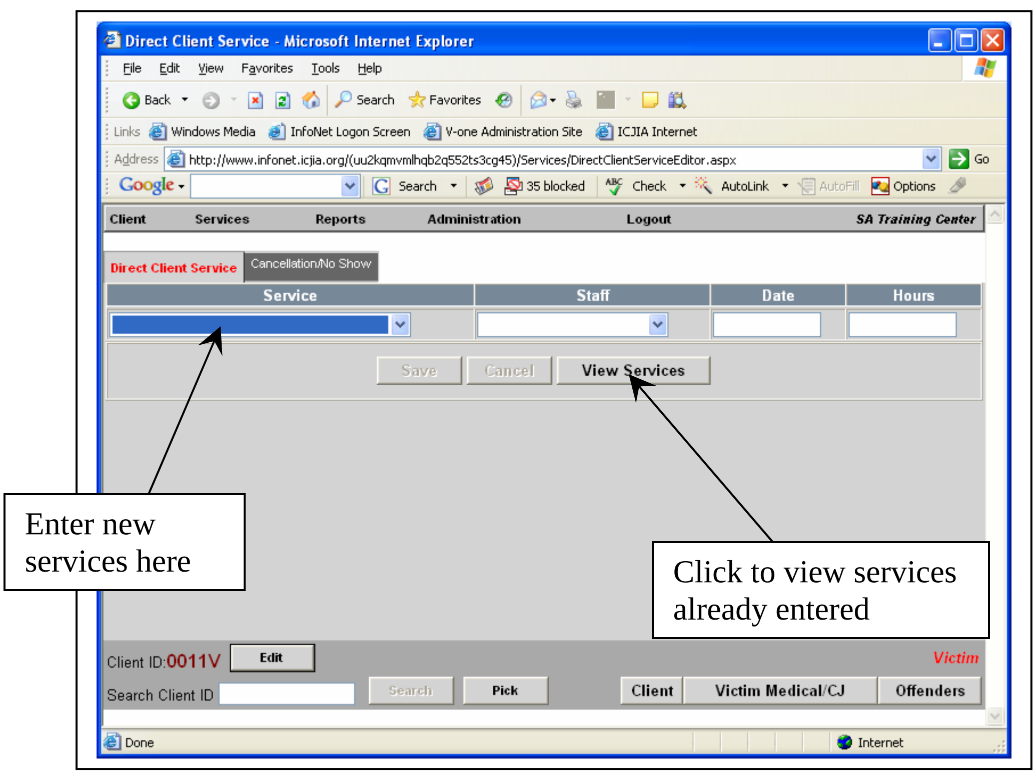


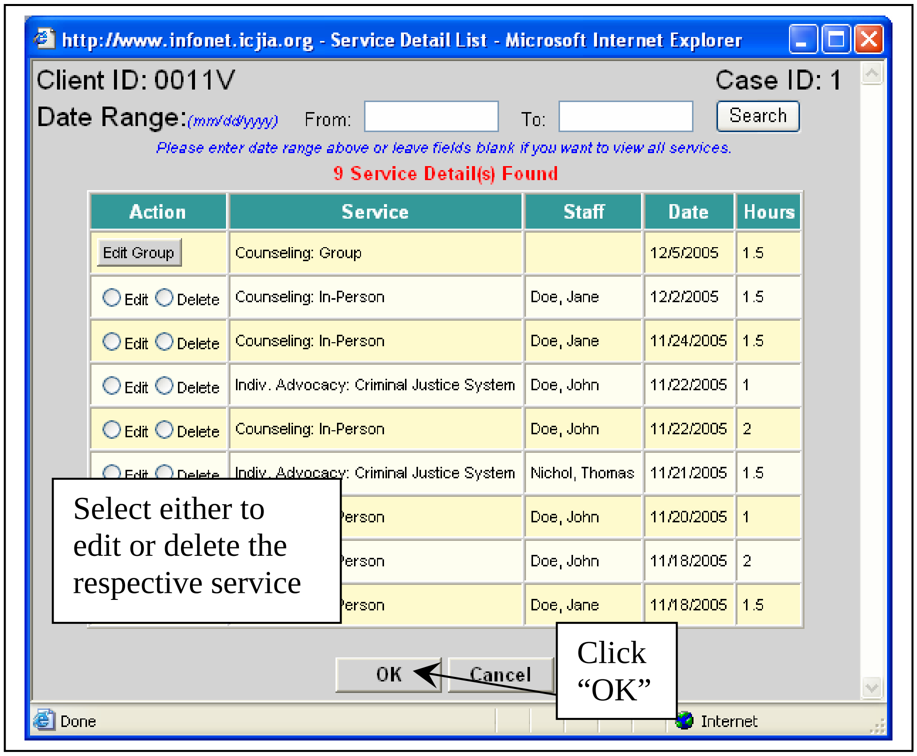
Direct Client Services

1. Use the drop-down menu to select the type of **Service** the client received. Then, enter the **Staff** member who provided that service and the date of service, along with the amount of **Hours** each service lasted to the nearest quarter hour. Use the Tab key to move the cursor in order to enter multiple services.
2. Click Save.



3. After saving the direct client service data, click on the **View Services** button if you would like to view, edit, or delete the previously entered services. Select **Edit** or **Delete**, and then click **OK**. If further services are provided, they could be entered and saved on this screen exactly how the original services were entered.



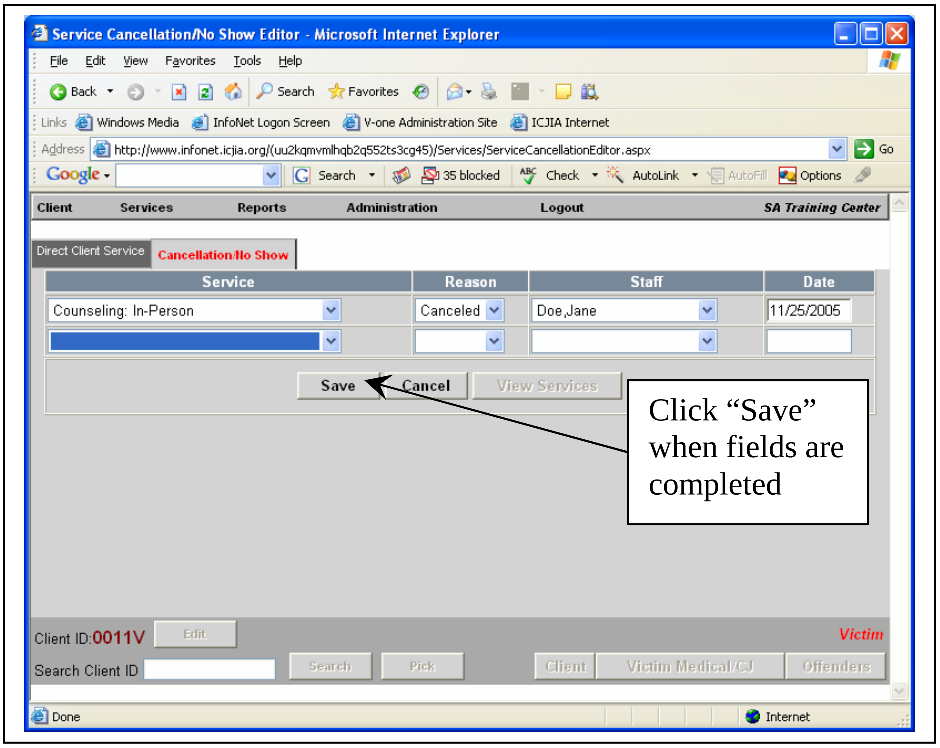


The Direct Client Services tab includes the following fields:

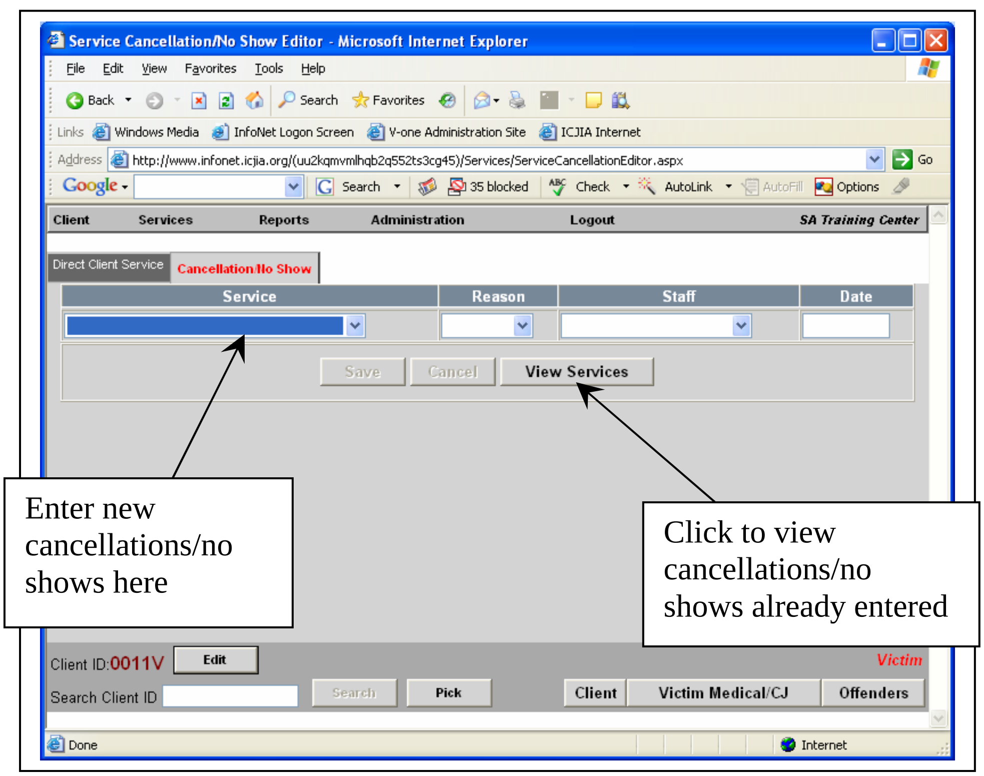
Field	Type	Explanation
Service	Drop-down Menu	Select the **Service** the client received from the drop-down menu.
Staff	Drop-down Menu	Select the **Staff** member who provided the service from the drop-down menu.
Date	Date Field	Enter the **Date** the service was provided.
Hours	Numeric Field	Enter then number of **Hours** the service lasted.

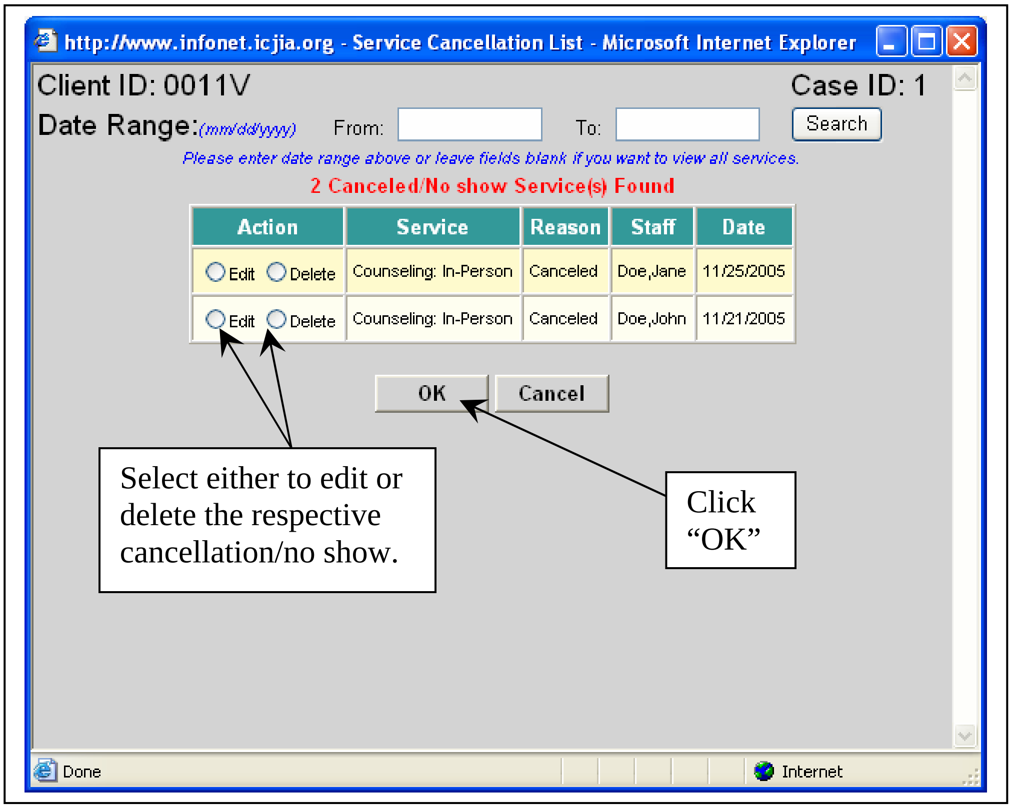
Cancellations/No Shows (not mandatory)

1. Click on the **Cancellation/No Show** tab to continue entering Direct Client Service Data.
2. Select the type of **Service** that was scheduled from the drop-down menu, as well as the **Reason** why it was not provided. "**Cancellation**" is when the client calls ahead to cancel the session and "**No Show**" is when the client simply does not show up for the scheduled appointment.
3. Select the **Staff** member who would have provided the service had it occurred, and enter the **Date** the service was scheduled to take place. Use the Tab key to move the cursor in order to enter multiple cancelled services.
4. Click Save.



5. After saving cancellation/no show information, click on the **View Services** button if you would like to view, edit, or delete the previously entered records. Select **Edit** or **Delete**, and then click **OK**. If additional records need to be entered, you could enter and save them on this screen exactly how the original records were entered.





The Cancellations/No Show tab includes the following fields:

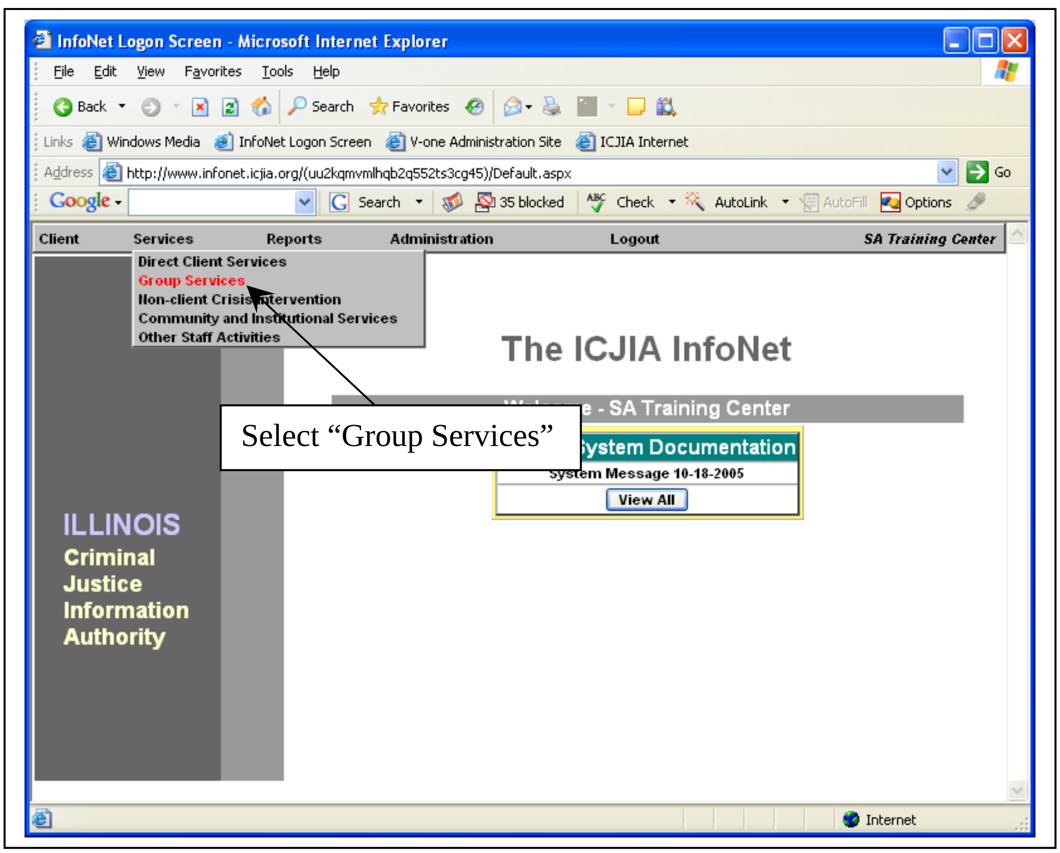
Field	Type	Explanation
Service	Drop-down Menu	Select the **Service** the client either cancelled or did not show from the drop-down menu.
Reason	Drop-down Menu	Select the **Reason** the service was not provided (cancellation or no show).
Staff	Drop-down Menu	Select the **Staff** member scheduled to provide the service from the drop-down menu.
Date	Date Field	Enter the **Date** the service was scheduled to occur.

Group Services

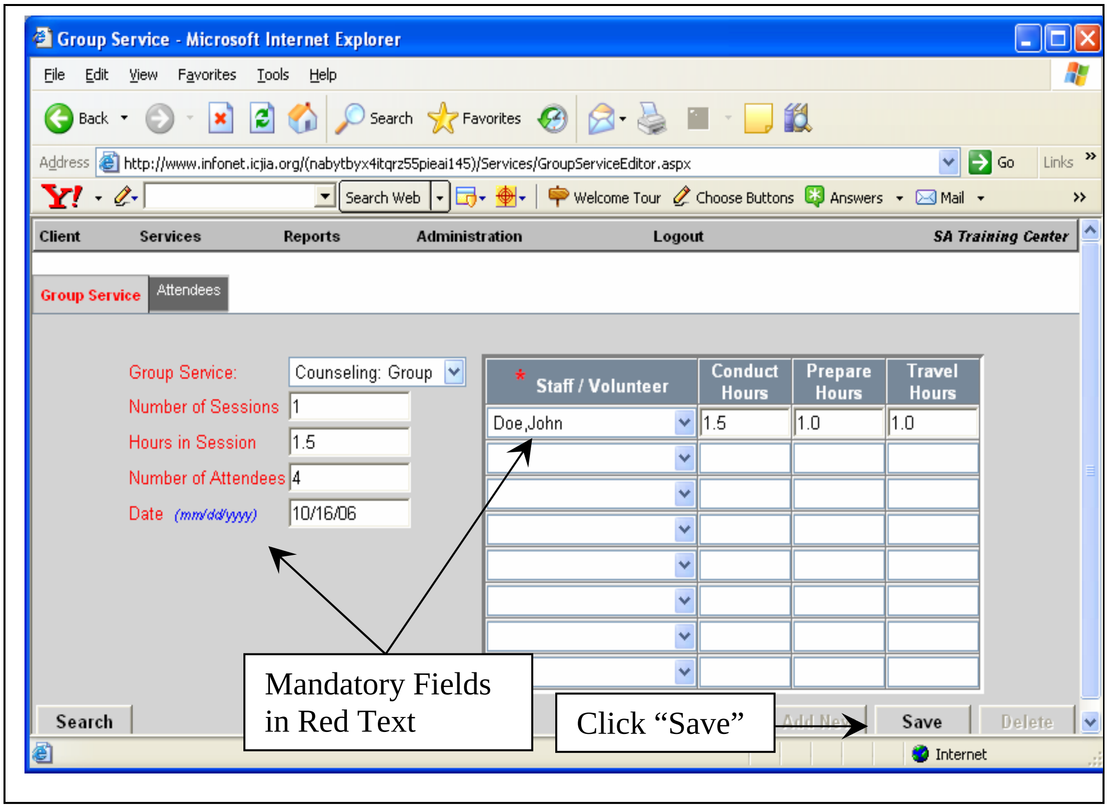
In October 2005, two major changes were made regarding Group Services to reduce data entry burden on programs: 1) Users no longer need to enter group services in both Direct Client Services and Community, Institutional, and Group Services. Several group services were removed from the drop-down menus on both pages. 2) A separate Group Services page, which includes a tab to enter a list of Attendees, was created within the Services menu. Users now enter a Group Service and select the respective attendees from a client list. Due to this modification, Community, Institutional, and Group Services has changed to just Community and Institutional Services.

Client-level Group Service data entered before this update is still saved in InfoNet and can be viewed along with the rest of the Client's services within the Direct Client Services page. Users will be able to edit any of the old Group Service data within the new Group Services section. However, Clients are still assigned to these old Group Services, even though the Attendees page will not display this information. Assigning Attendees to existing Group Services will only lead to double-counting of Clients.

1. Click **Services** from the top toolbar.
2. Select **Group Services**.



3. Under the **Group Service** tab, complete each field regarding the group service. The fields highlighted in red are mandatory.
4. Click **Save**.



The Group Service tab includes the following fields:

Field	Type	Explanation
Group Service	Drop-down Menu	Select the **Group Service** your staff provided to clients from the drop-down menu.
Number of Sessions	Numeric Field	Enter the number of group sessions your staff person(s) provided to clients.
Hours in Session	Numeric Field	Enter the number of hours the group session lasted to the nearest quarter hour.
Number of Attendees	Numeric Field	Enter the unduplicated number of clients who attended the session (attendees).
Date	Date Field	Enter the date the session was **provided**.
Staff/Volunteer	Drop-down Menu	Select the name(s) of the staff facilitating the group session.
Conduct Hours	Data Field	For each staff person, enter the number of hours spent conducting the session.

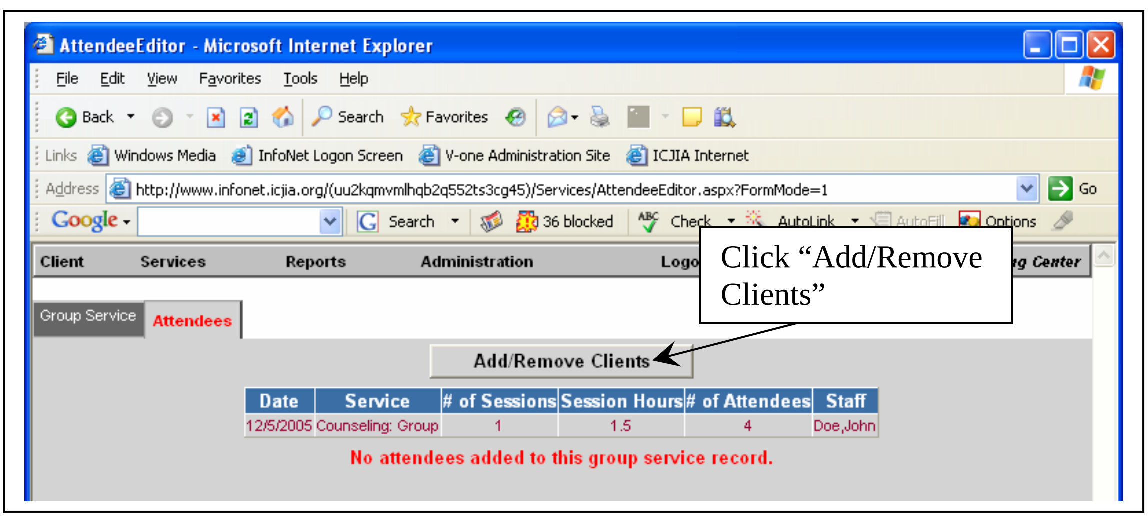
Field	Type	Explanation
Prepare Hours	Data Field	For each staff person, enter the number of hours spent preparing for the session.
Travel Hours	Data Field	For each staff person, enter the number of hours spent traveling to and from the group session.

Attendees

1. Once the Group Service data is saved, you will be asked whether you would like to assign Attendees to the Group Service. Click **OK** and the **Attendees** tab will automatically open.

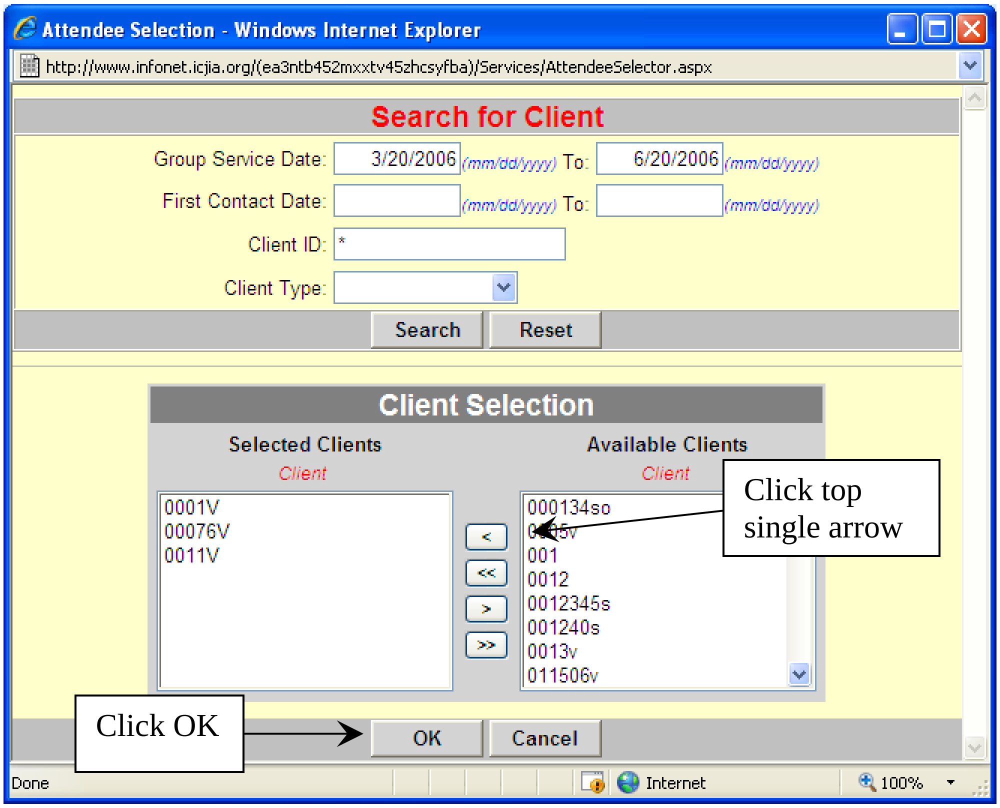
OR

2. Under the **Attendees** tab, click the **Add/Remove Clients** button to add clients to the Group Service.

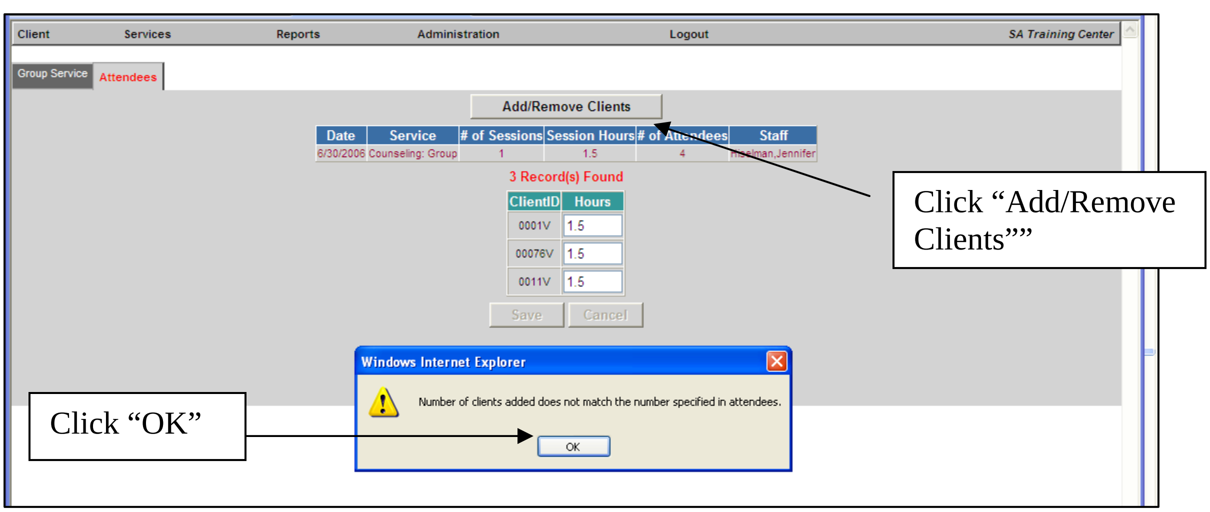


3. A **Search Client** window will open. This window defaults to a list of clients who have received any type of <u>group</u> service within the last 90 days.
4. Clients fitting the default search criteria described above will appear in the **Available Clients** window. Highlight the Clients assigned to this Group Service. You can select multiple clients at one time by holding down your Ctrl key while clicking on each Client ID number.

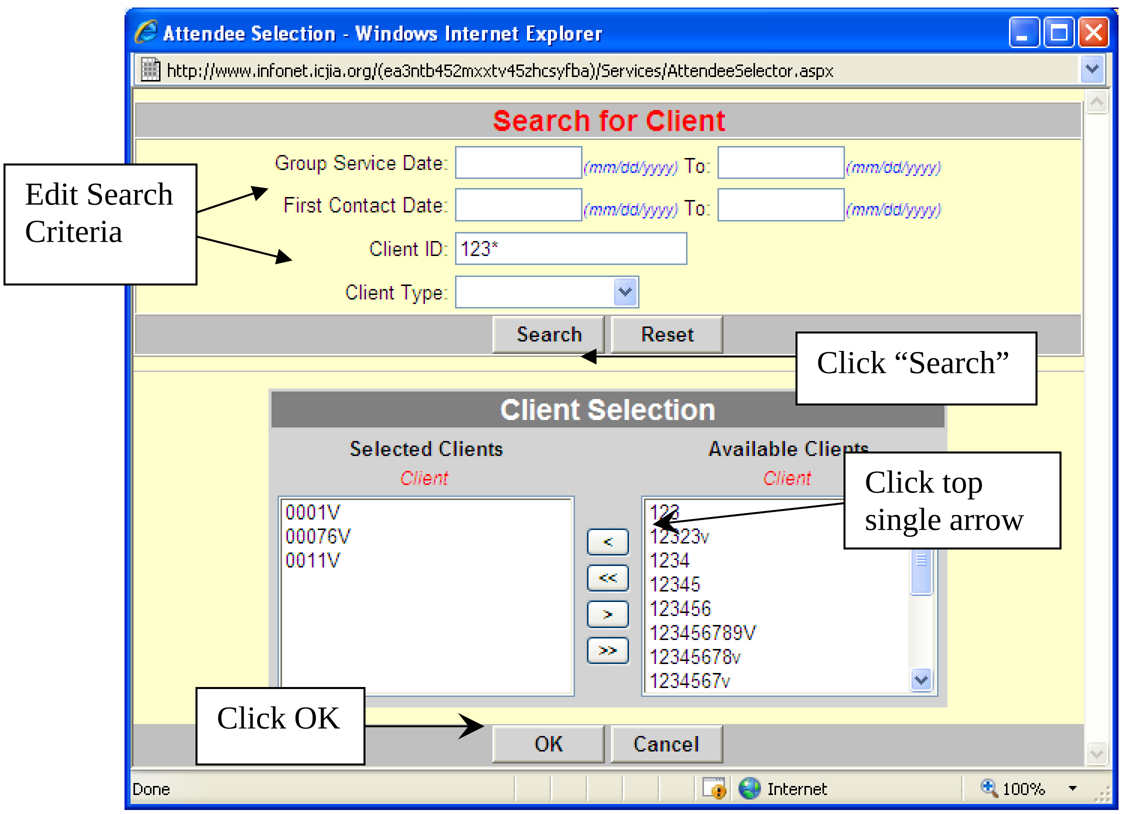
5. After your clients are highlighted, click the single top arrow to move those clients into the **Selected Clients** window.
6. Click **OK**.



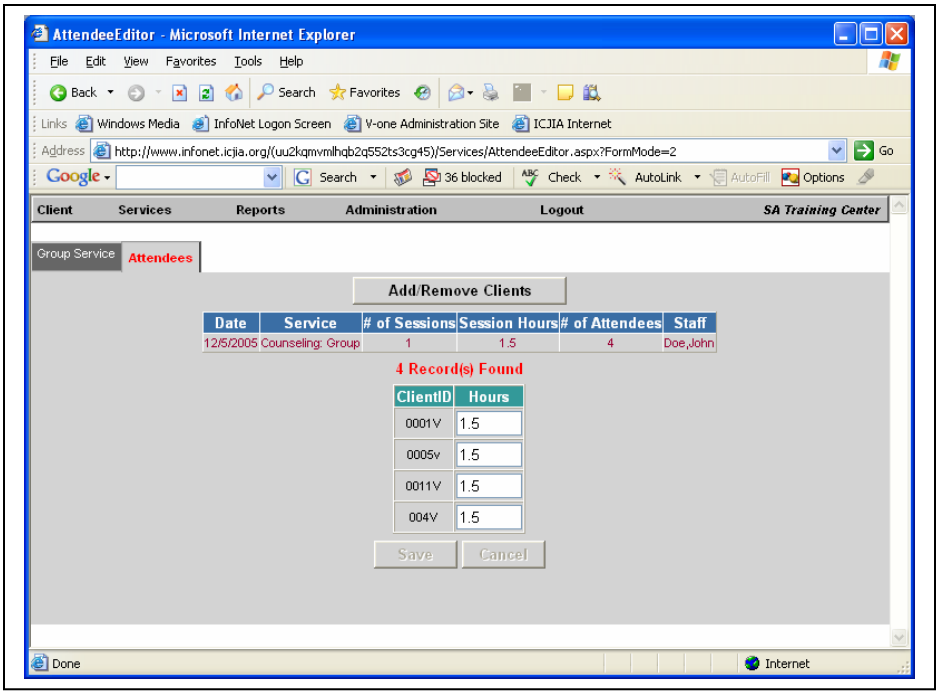
7. If you haven't entered all of the clients who participated in this group service, you will receive the warning message displayed below. This is only a warning message letting you know that the Number of Attendees you entered on the Group Service tab is not equal the number if clients you selected for this group service. Click **OK** to go back to the Attendees tab. Then, click **Add/Remove Clients**.



8. The Attendee Selection window will appear again with the default list of clients in the **Available Clients** window, and the clients you have already selected will appear in the **Selected Clients** window. If the clients you want to add to this group do not fit the default search criteria (e.g. they are a new client who has not received a group service yet), you need to change the search criteria so that the client(s) you need to add will apply. You will likely need to delete the group service dates inserted by default and enter different search criteria. You can filter clients by entering a range of **First Contact Dates,** a full or partial **Client ID** (* acts as a wild card), and/or selecting the **Client Type** (Victim or Significant Other).
9. Click **Search**.
10. Clients fitting your search criteria will appear in the **Available Clients** window. Highlight the additional **Client IDs** who received this Group Service. You can select multiple clients at one time by holding down your Ctrl key while clicking on each Client ID number.
11. Click the single top arrow to move those clients into the **Selected Clients** window.
12. Click **OK**.



13. All clients will now be displayed with their Group Service. If a Client did not attend the Group Service for the entire amount of time it was offered (i.e., one client had to leave 15 minutes early, the **Hours** can be adjusted here. To edit the hours of service provided to a Client, edit the Hours next to that Client ID and click **Save**.



14. If all Attendees were not entered for this Group Service, more Clients can be assigned by clicking the **Add/Remove Clients** button and repeating the previous steps.
15. If you need to remove clients from the list, click the **Add/Remove Clients** button. In the **Selected Clients** window on the left side, highlight the Client ID you want removed. Then, click the single arrow button pointed to the right. This will move the client entered by mistake from the **Selected Clients** window to the **Available Clients** window. Click **OK**.

The Attendees tab includes the following fields:

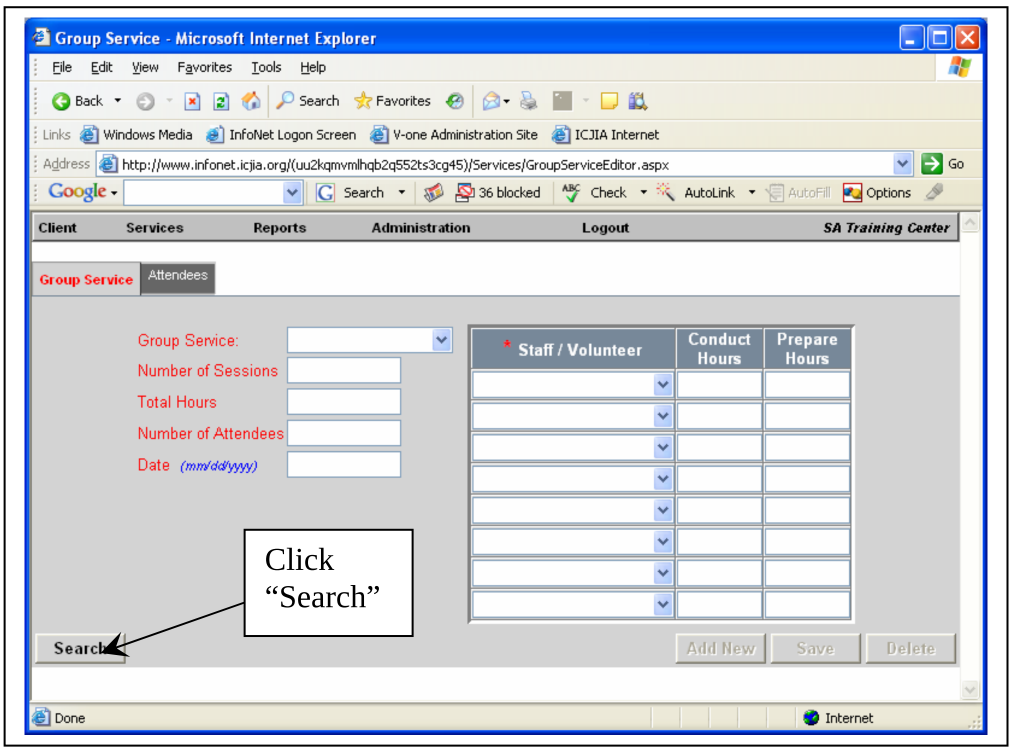
Field	Type	Explanation
Group Service Date	Date Field	Enter a date range to search for clients who received a group service within these dates.
First Contact Date	Date Field	Enter a date range to search for clients with a First Contact Date within these dates.
Client ID	Text Field	Enter all or part of the **Client ID** to search for available clients. The * symbol acts as a wild card.
Client Type	Drop-down Menu	Select the **Client Type** from the drop-down menu in order to search for available clients.

Field	Type	Explanation
Hours	Numeric Field	Enter the number of group service **Hours** to the nearest quarter hour for each respective client.

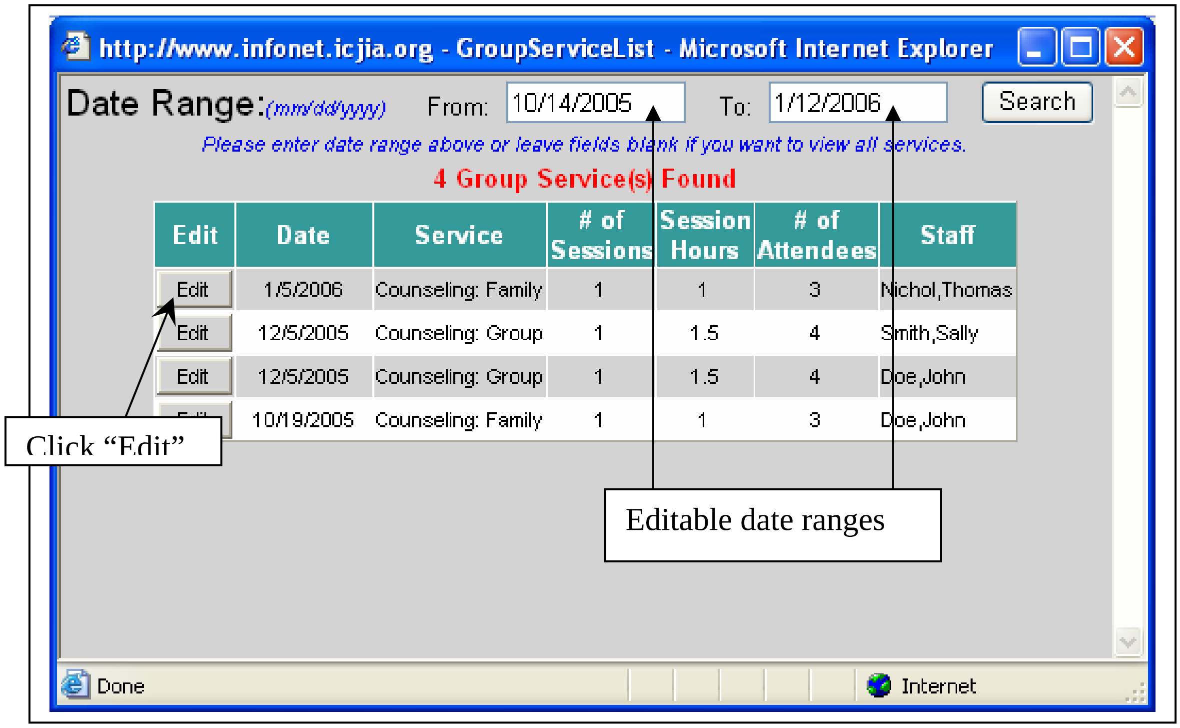
EDITING A GROUP SERVICE

The following steps show how to find and edit a Group Service:

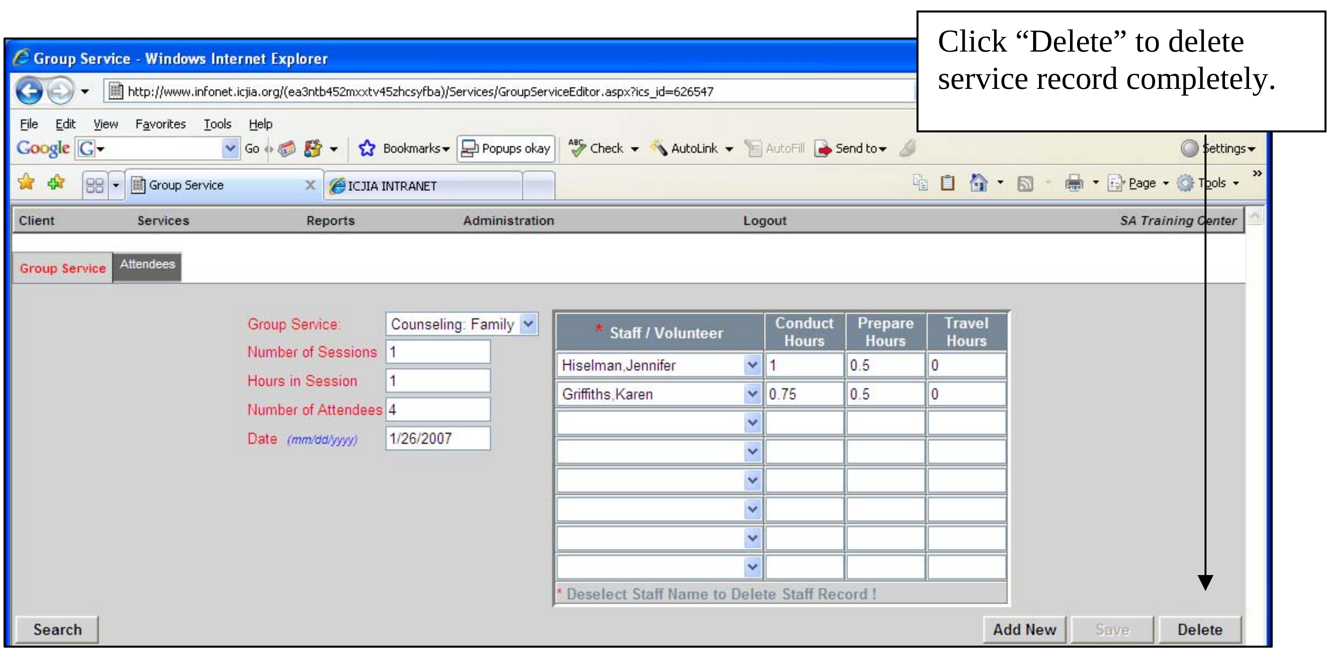
1. Click **Services** from the top toolbar.
2. Select **Group Services**.
3. Click **Search.**



4. A new window will appear displaying a list of group services provided in the past 90 days, but these dates can be edited to search for services provided on earlier dates. If the group service that you want to edit was provided within the past 90 days, you can skip Step 5 and proceed with Step 6. If the group service you want to edit was provided more than 90 days ago, you need to follow Step 5.
5. Enter the **Date Range** for which the Group Service in need of editing can be found, then click the **Search** button adjacent to the Date Range fields.
6. Find the Group Service in need of editing and click the **Edit** button at the right.



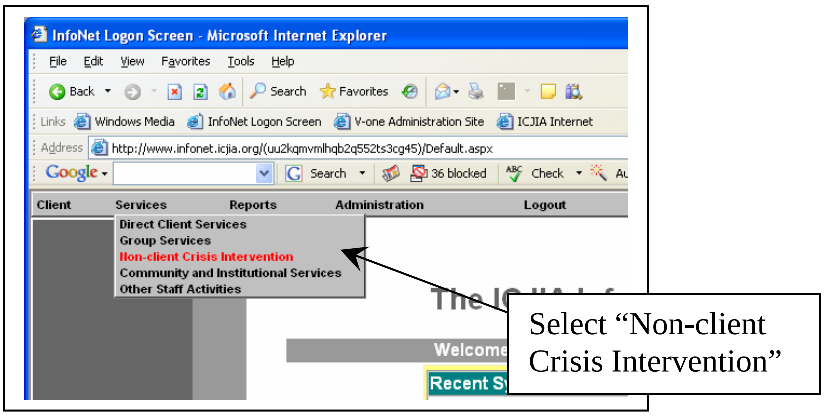
7. If a change is related to Group Service data, click on the **Group Service** tab. Make the necessary changes and click the **Save** button.
8. If a change is related to Attendees assigned to the service, click on the **Attendees** tab. Make the necessary changes and click the **Save** button.
9. If you want to delete the group service completely, click on the Delete button in the lower right corner on the **Group Service** tab.



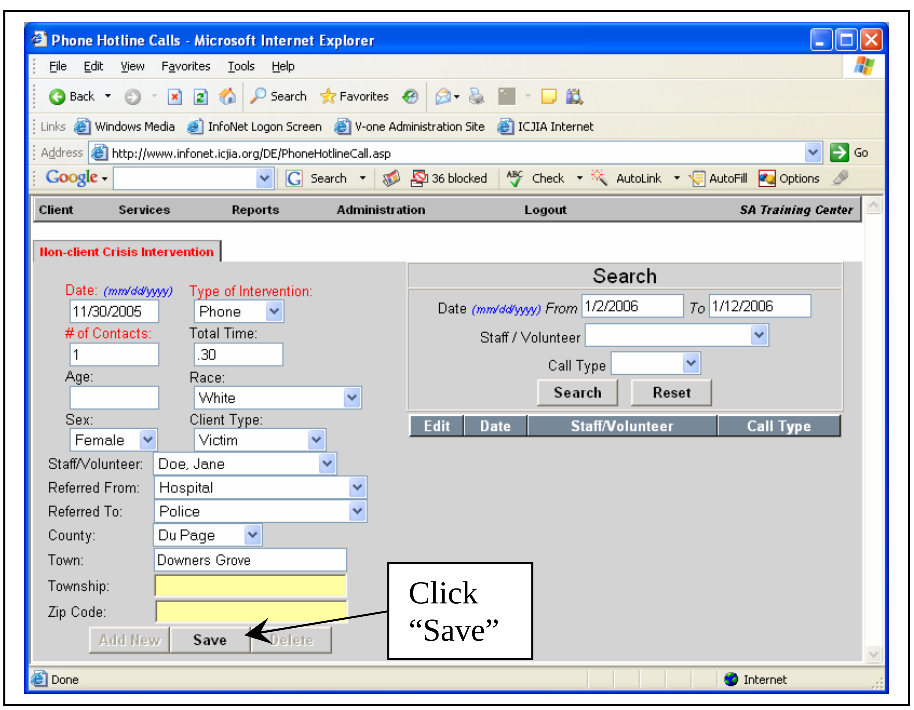
Non-client Crisis Intervention

In this section of the database, you will enter hotline calls and information and referral provided to both clients and non-clients. The following steps should be used to enter direct client service data:

1. Select **Services** from the menu bar.
2. Select **Non-client Crisis Intervention**.



3. Under the **Non-client Intervention** tab, enter the **Date** the intervention took place and the **Number of Contacts**, and then select the **Type of Intervention** from the drop-down menu. These three categories are the only mandatory fields on this page; however, you may complete the remaining fields to maintain more complete information.
4. Click **Save**.



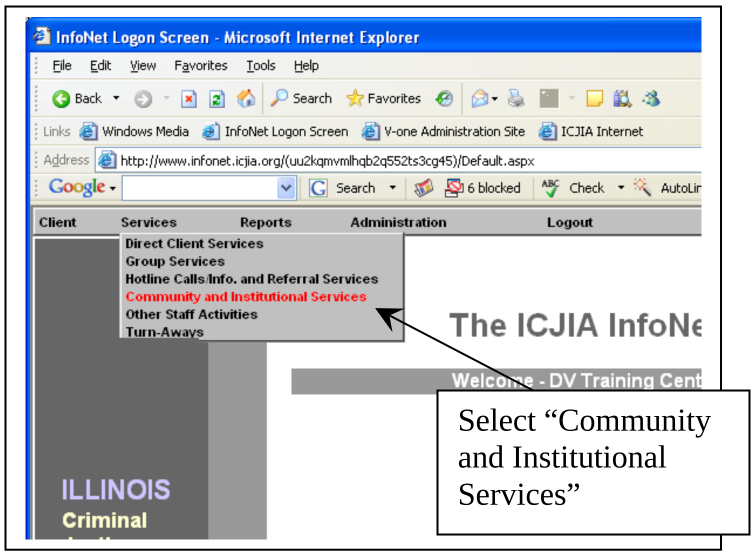
The Non-client Crisis Intervention tab includes the following fields:

Variables	Category	Explanation
Date	Date Field	Enter the **Date** the Non-client Intervention took place.
Number of Contacts	Numeric Field	Enter the **Number of Contacts** (calls or walk-ins).
Type of Intervention	Drop-down Menu	Select the **Type of Intervention** (phone or in-person) from the drop-down menu.
Total Time	Numeric Field	Enter the **Total amount of Time** to the nearest quarter hour spent on the intervention.
Age	Numeric Field	Enter the **Age** of the non-client.
Race	Drop-down Menu	Select the **Race** of the non-client from the drop-down menu.
Sex	Drop-down Menu	Select the **Sex** of the non-client from the drop-down menu.
Client Type	Drop-down Menu	Select the **Client Type** (significant other or victim) from the drop-down menu.
Staff/Volunteer	Drop-down Menu	Select the name of the **Staff Person/Volunteer** providing the service from the drop-down menu.
Referred From	Drop-down Menu	Select the appropriate option from the drop-down menu describing from what source the non-client was referred.
Referred To	Drop-down Menu	Select the appropriate option from the drop-down menu describing what source you referred the non-client.
County	Drop-down Menu	Select the **County** of the non-client's residence from the drop-down menu.
Town	Text Field	Enter the **Town** of the non-client's residence
Township	Text Field	Enter the **Township** of the non-client's residence.
Zip Code	Numeric Field	Enter the **Zip Code** of the non-client's residence.

Community and Institutional Services

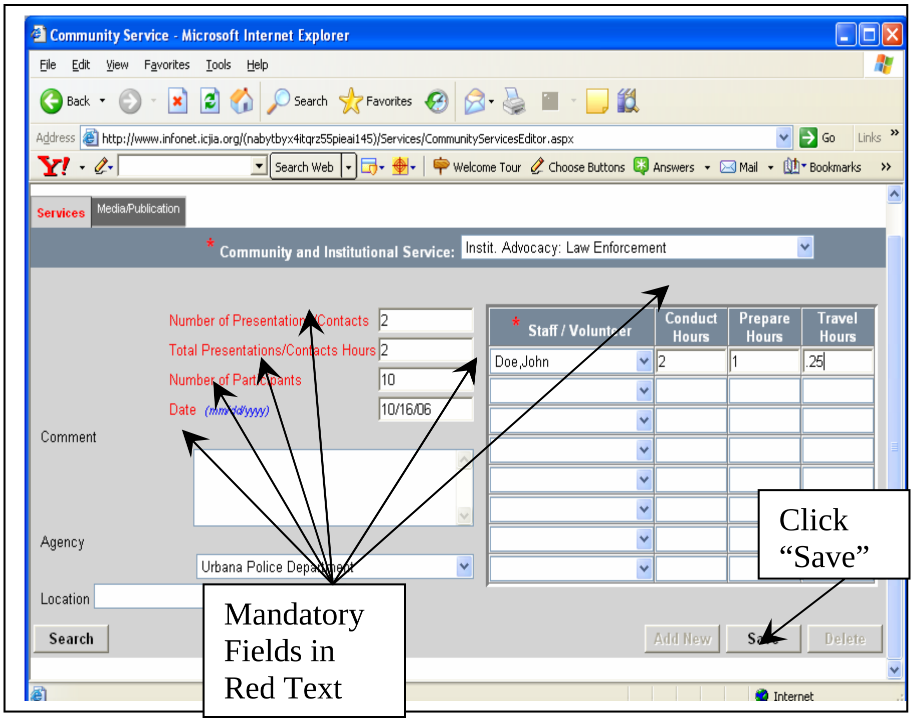
You will enter data on the community and institutional-level services you provide. In these forms, you will enter the number of presentations or contacts; the hours spent preparing the presentation or for the contact; travel time; time spent providing the service, the number of participants, and the staff providing the service. The following steps should be used to enter community and institutional services data:

1. Select **Services**.
2. Select **Community and Institutional Services**.

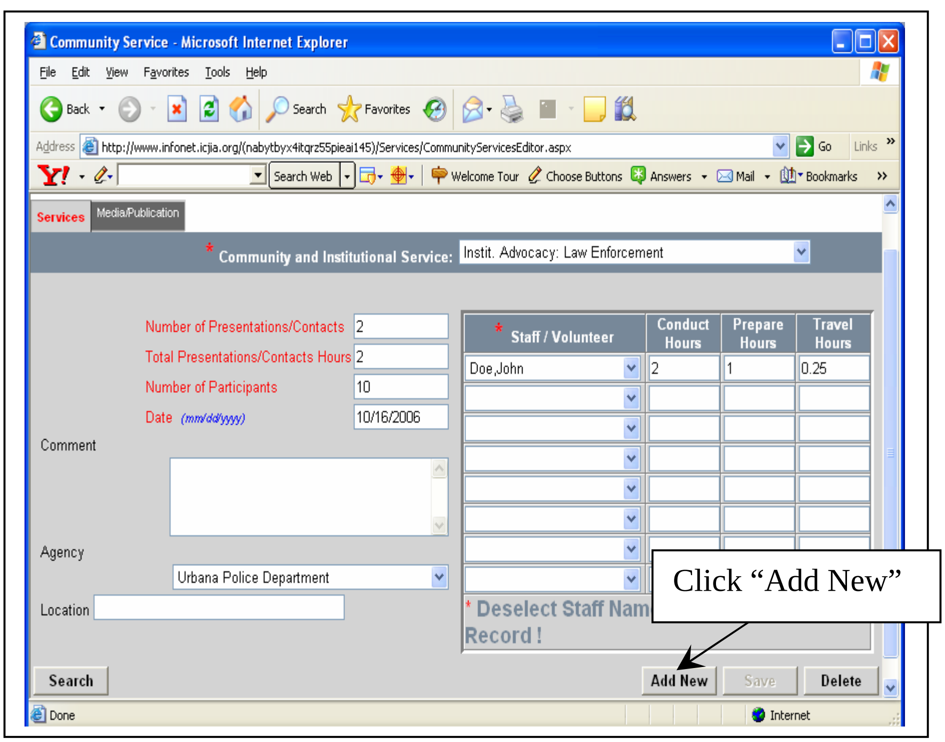


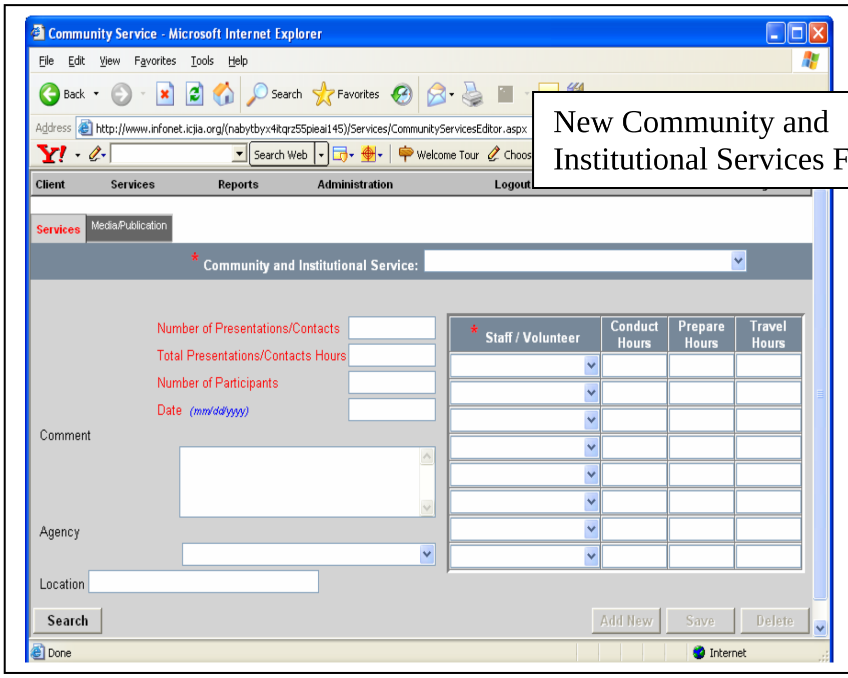
Services

1. Under the **Services** tab, select **Community and Institutional Services** from the drop-down menu. This is information is mandatory, along with the following five data fields – **Number of Presentations/Contacts**, **Total Presentations/Contact Hours**, **Number of Participants**, **Date** of service, and **Staff/Volunteer**.
2. Although selecting the **Staff/Volunteer** is the only mandatory field on the right side of the page, make every attempt to report hours spent on service preparation, conduct, and travel time. This information provides a clear indication of how much staff and volunteer time is spent on community and institutional services.
3. Enter any additional comments in the **Comments** field (e.g., the name of the presentation).
4. Select the **Agency** where the community or institutional service was conducted.
5. Type in the geographic **Location** where the service was conducted. This can be city, county, or another geographic level. This should be determined by grant requirements and/or how your center's executive director wants to track this information.
6. Click **Save**.



7. If you want to add another **Community and Institutional Service,** be sure to click the **Add New** button instead of typing over the recently saved service. Doing so will only edit the service – not add a new one.
8. A blank **Community and Institutional Service** entry form will appear, allowing you to add a new service.





New Community and Institutional Services Form

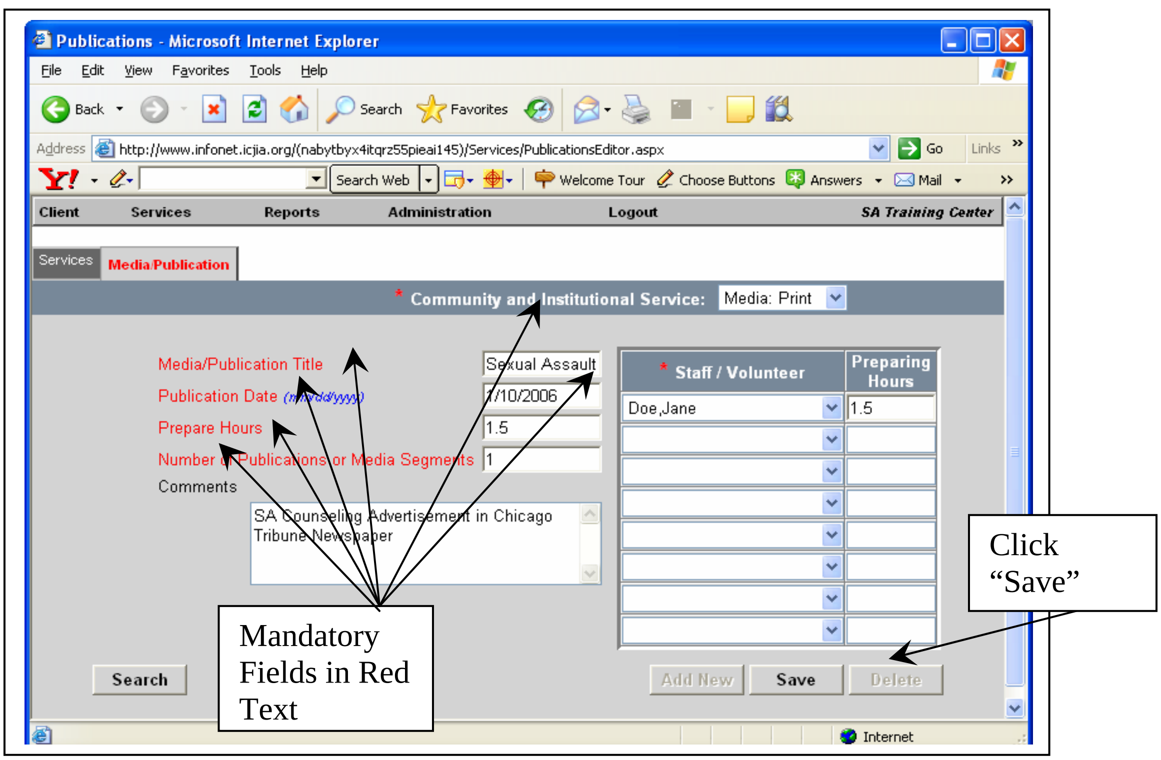
The Community and Institutional Services tab includes the following fields:

Field	Type	Explanation
Community and Institutional Services	Drop-down Menu	Select the appropriate service name from the drop-down menu.
Number of Presentations/Contacts	Numeric Field	Enter the **Number of Presentations/Contacts** provided.
Total Presentation/Contact Hours	Numeric Field	Enter the **Total Number of Presentation/Contact Hours** to the nearest quarter hour.
Number of Participants	Numeric Field	Enter the total **Number of Participants** who received the service.
Date	Date Field	Enter the **Date** the service was conducted.
Comments	Text Field	Enter any additional **Comments** you may want known about this service.
Agency	Drop-down Menu	Select the **Agency** to which the service was provided from the drop-down menu.
Location	Text Field	Enter the geographic **Location** of the agency to which the service was provided.
Staff/Volunteer	Drop-down Menu	Select the **Name(s)** of the staff person(s)/volunteer(s) who provided the service.

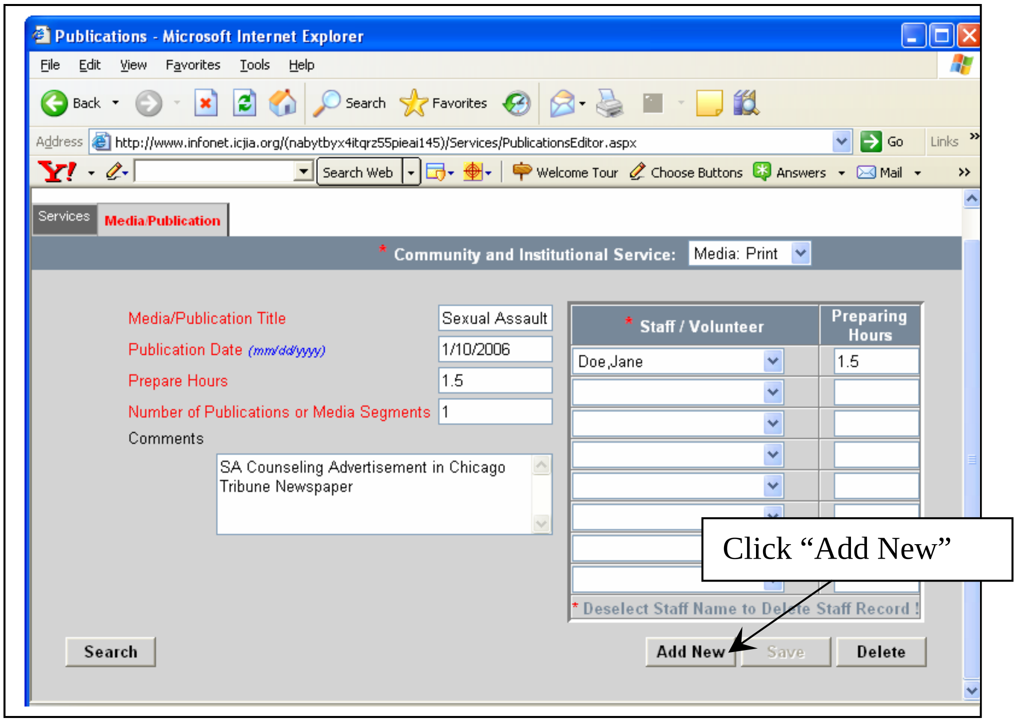
Field	Type	Explanation
Conduct Hours	Numeric Field	Enter the number of hours the staff person **conducted** (or provided) the service to the nearest quarter hour.
Prepare Hours	Numeric Field	Enter the number of hours the staff person spent **preparing** for the service to the nearest quarter hour.
Travel Hours	Numeric Field	Enter the number of hours the staff person spent **traveling** to and from where the service was provided to the nearest quarter hour.

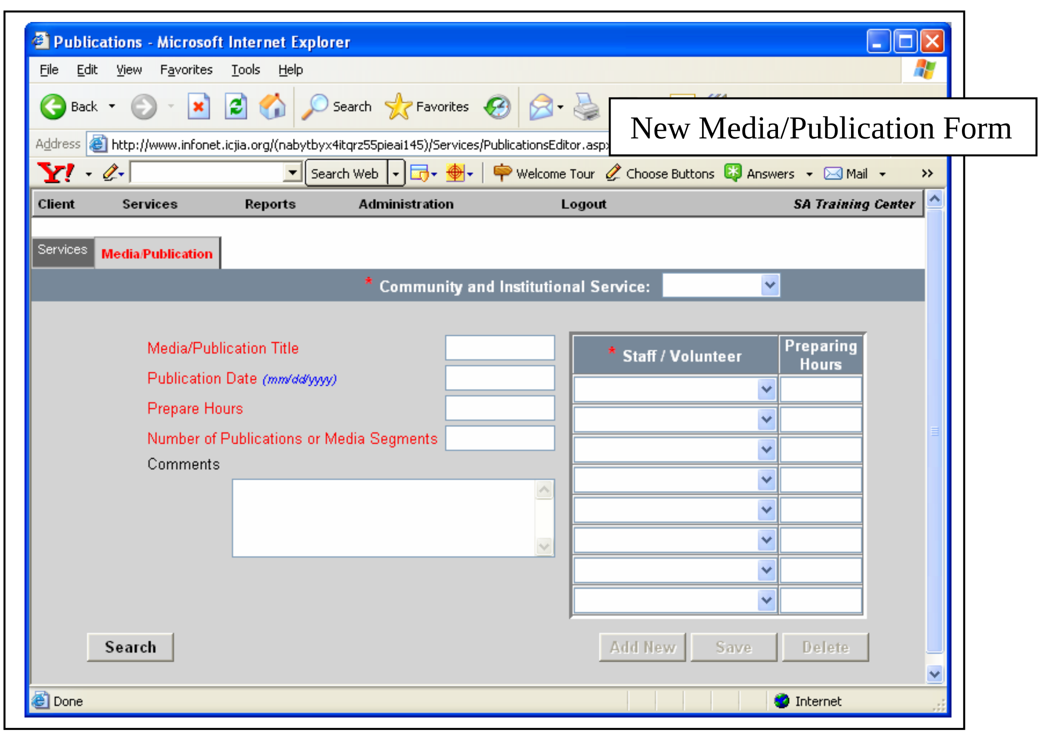
Media/Publications

1. Click on the **Media/Publications** tab to continue entering Community and Institutional Services data.
2. Select the type of **Community and Institutional Service** from the drop-down menu. This is information is mandatory for entering **Media/Publication** data, along with the following five data fields – **Media/Publication Title**, **Publication Date**, **Prepare Hours**, **Number of Publications/Media Segments**, and **Staff/Volunteer**.



3. If you want to add another **Media/Publication** service**,** click the **Add New** button instead of typing over the recently saved publication. Doing so will only edit the service – not add a new one.
4. A blank **Media/Publication** entry form will appear, allowing you to add a new service.





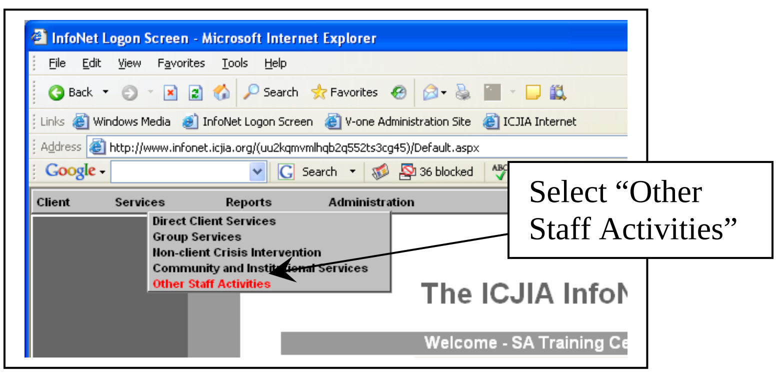
The Media/Publication tab includes the following fields:

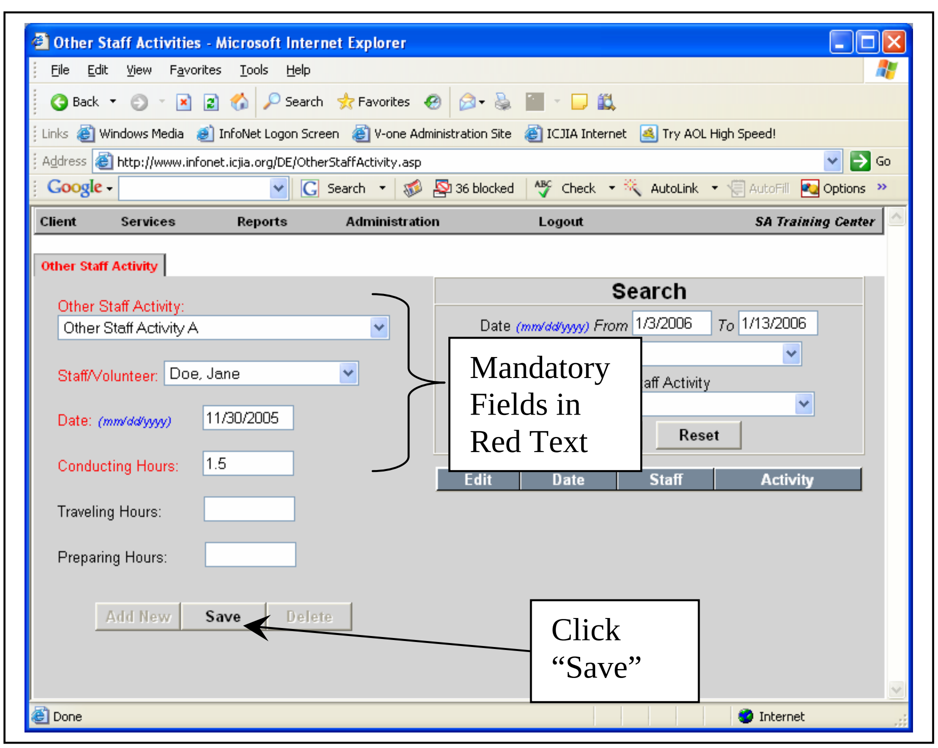
Field	Type	Explanation
Community and Institutional Services	Drop-down Menu	Select the appropriate service from the drop-down menu.
Media/Publication Title	Text Field	Enter the **Media** or **Publication Title**.
Publication Date	Date Field	Enter the **Date** the service was completed or released.
Prepare Hours	Numeric Field	Enter the total number of hours it took for all staff to **Prepare** the media segment/publication to the nearest quarter hour.
Number of Publications/Media Segments	Numeric Field	Enter the **number of publications** or **media segments** (e.g. PSAs) distributed.
Comments	Text Field	Enter any additional comments you wish to add to this service record.
Staff/Volunteer	Drop-down Menu	Select the name(s) of the staff person(s)/volunteer(s) that prepared the publication from the drop-down menu.
Preparing Hours	Numeric Field	Enter the number of hours the staff person spent preparing for the service to the nearest quarter hour.

Other Staff Activities

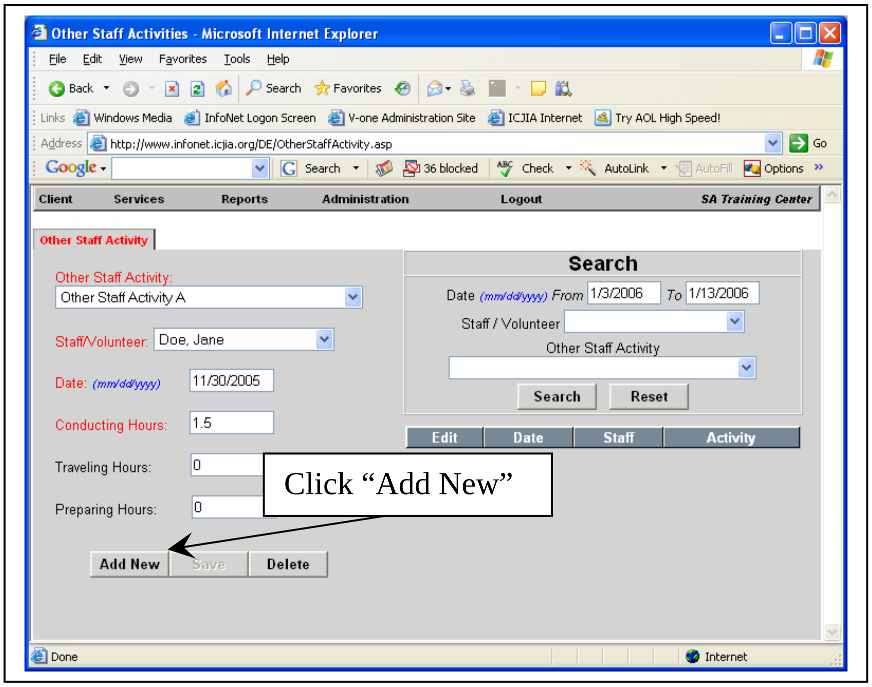
This section assists programs with tracking time spent on various other activities that are not collected or predefined elsewhere in InfoNet. It is not mandatory to enter this information; however, some centers may be asked to collect information as part of a grant requirement that is not collected elsewhere in the database. Additionally, this section can be very useful for tracking staff time spent on activities such as fundraising, attending trainings or meetings, or even entering data into InfoNet. The following steps should be used to enter other staff activities data:

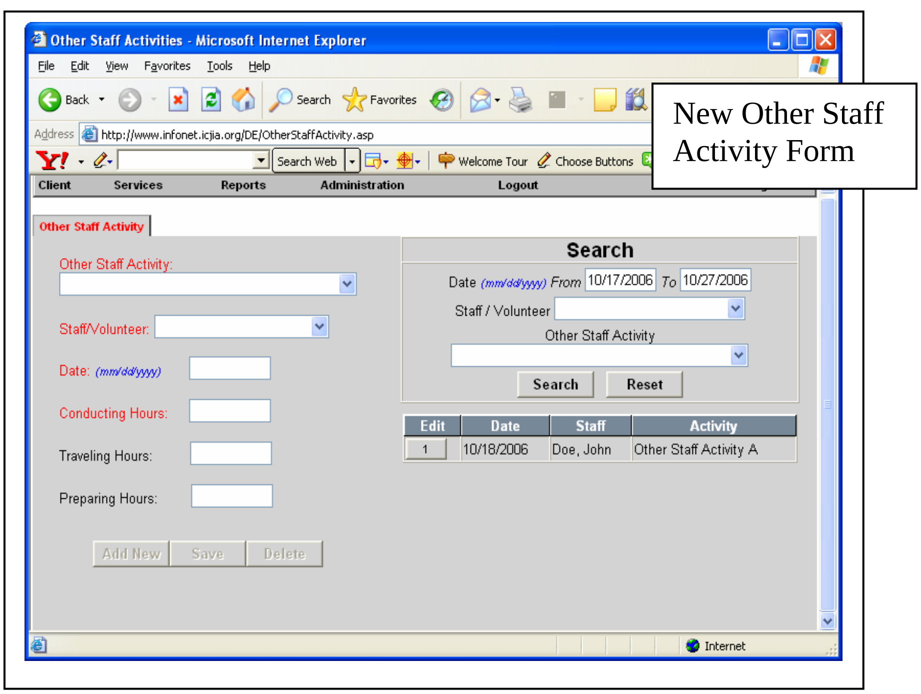
1. Select **Services** from the menu bar.
2. Select **Other Staff Activities**.
3. Select **Other Staff Activity** and **Staff/Volunteer** from their respective drop-down menus. Enter the **Date** the activity occurred, along with the **Conducting Hours**. While not mandatory, you can also enter **Traveling** and **Preparation Hours**.
4. Click **Save**.





5. If you want to add another **Other Staff Activity,** be sure to click the **Add New** button instead of typing over the recently saved publication. Doing so will only edit the record versus adding a new one.
6. A blank **Other Staff Activity** entry form will appear, allowing you to add a new record.





The Other Staff Activities tab includes the following fields:

Field	Type	Explanation
Other Staff Activity	Drop-down Menu	Select the **Other Staff Activity** from the drop-down menu.
Staff/Volunteer	Drop-down Menu	Select the name of the staff person/volunteer person who conducted the activity from the drop-down menu.
Date	Date Field	Enter the date the activity occurred.
Conducting Hours	Numeric Field	Enter the number of **Hours** the staff person spent **Conducting** the activity to the nearest quarter hour.
Traveling Hours	Numeric Field	Enter the number of **Hours** the staff person spent **Traveling** to the activity to the nearest quarter hour.
Preparing Hours	Numeric Field	Enter the number of **Hours** the staff person spent **Preparing** for the activity to the nearest quarter hour.

Reports

Overview

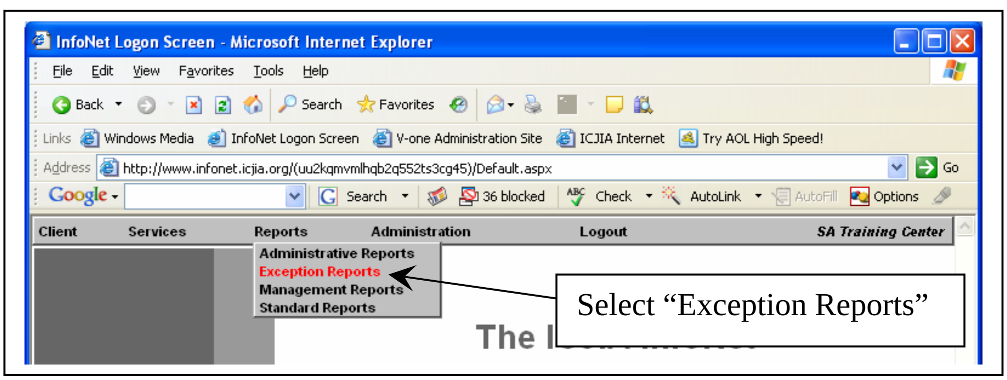
You are able to retrieve information entered into InfoNet by generating different types of **Reports** based on the various data entered in the database. Those who have access to generate reports in InfoNet include data entry specialists, direct and indirect service staff, program monitors, and agency directors. InfoNet reports can be used as a tool to ensure data entry validation, as well as facilitate program development and staff and caseload management. There are three different types of reports you can generate:

1. **Exception Reports**;
2. **Management Reports**; and
3. **Standard Reports**;

Exception Reports

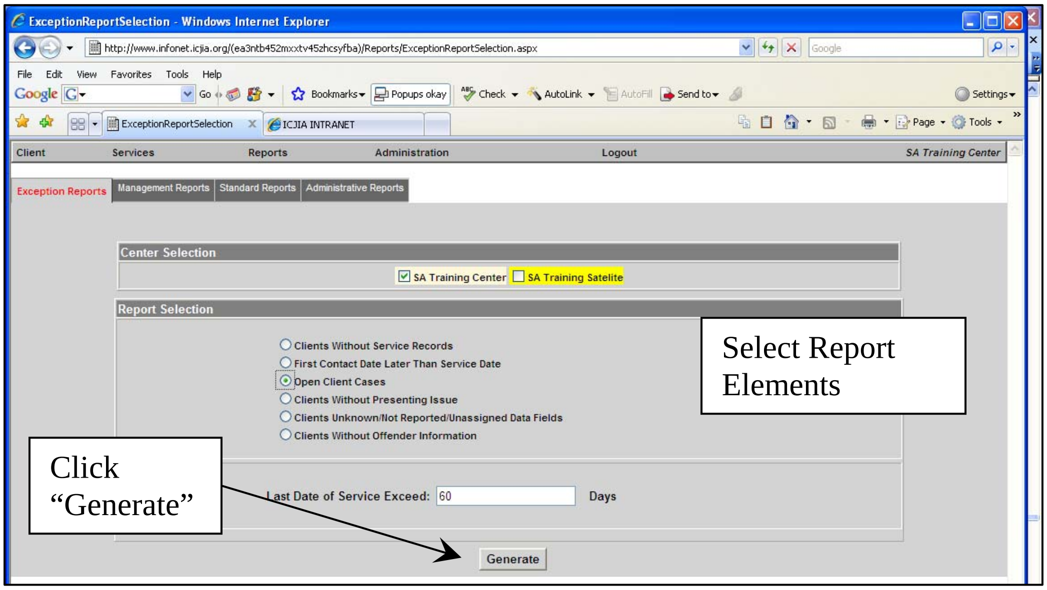
Exception Reports help identify data entry errors. When a report is generated, you can request to display records in the database that raise a certain "red flag." It will highlight records that should be updated or may contain errors. An exception report does not require filters and most are not limited to selected date parameters. In order to maintain accurate data, you should generate exception reports on a regular basis. The following steps should be used to generate an exception report:

1. Select **Reports** from the top toolbar.
2. Select **Exception Reports**.



3. Select **Center Selection** using checkbox.
4. Use the selection circles (similar to checkboxes) to select the type of Exception Report you would like to generate under **Report Selection**.

5. Select supplementary report elements if they appear after certain **Report Selections** are chosen. If you are examining Open Client Cases, enter the respective number of exceed days after the last date of service. For example, the figure below will retrieve records for clients who still have open cases, but have not received a service contact in at least 60 days.
6. Click **Generate**.



The Exception Reports tab includes the following fields:

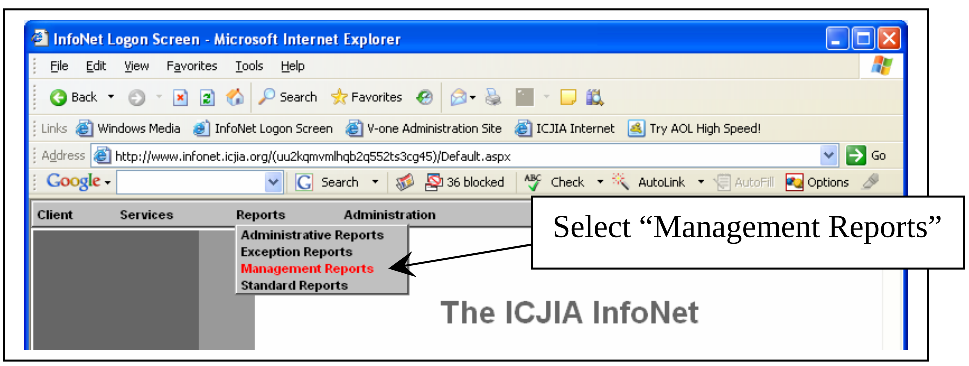
Field	Type	Explanation
Center Selection	Checkbox	Select center and/or satellite office records using the appropriate checkboxes.
Report Selection	Checkbox	Use the selection circles to select the Exception Report you want to generate under **Report Selections**.
Last Date of Service Exceeded (Open Client Cases only)	Numeric Field	If you select **Open Client Cases,** enter the number of exceed days after the last date of service. InfoNet will filter data into your reports according to the number of days you specify.
Date Range (for Clients with Unknown/Missing Data Fields and Offender Information only)	Date Fields	If you select one of the last two Exception Reports to identify client records with unknown or missing information, enter a service date range. Reports will only include client records for those who received at least one service contact within this date range.

Field	Type	Explanation
Intake Data Fields (for Clients with Unknown/Missing Data Fields only)	Checkboxes	If you select **Clients with Unknown/Missing Data Fields**, check the boxes for the intake fields for which you want to identify clients with unknown or missing data.

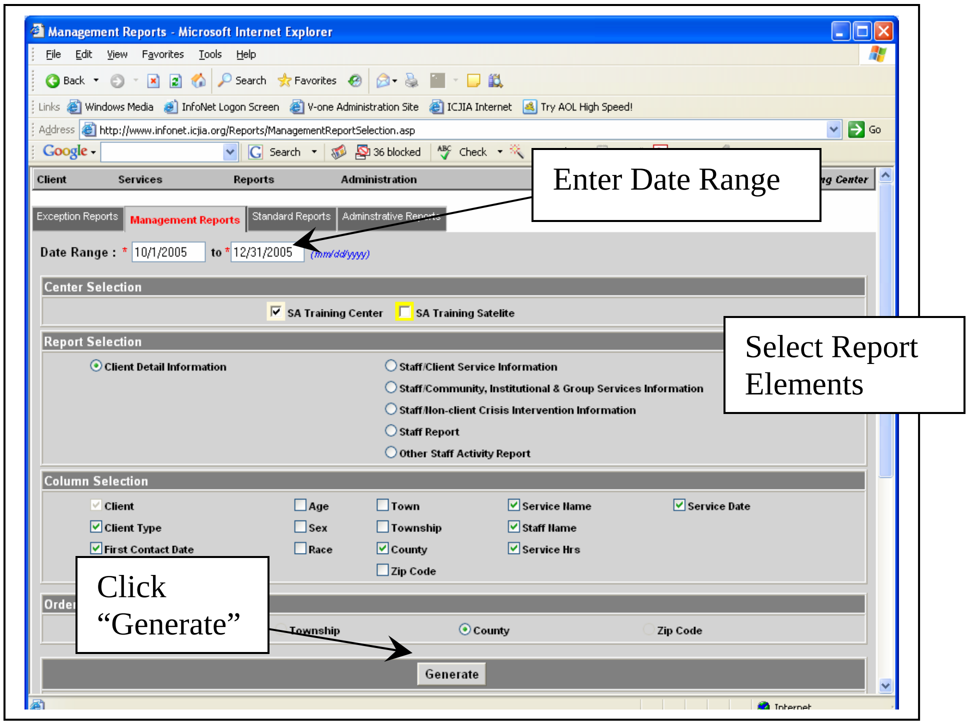
Management Reports

Management Reports display record level data for one or multiple clients. They identify possible data entry errors and offer the opportunity to validate the data you already entered into the system. Management Reports can be used to analyze client, staff and service information to facilitate caseload management.

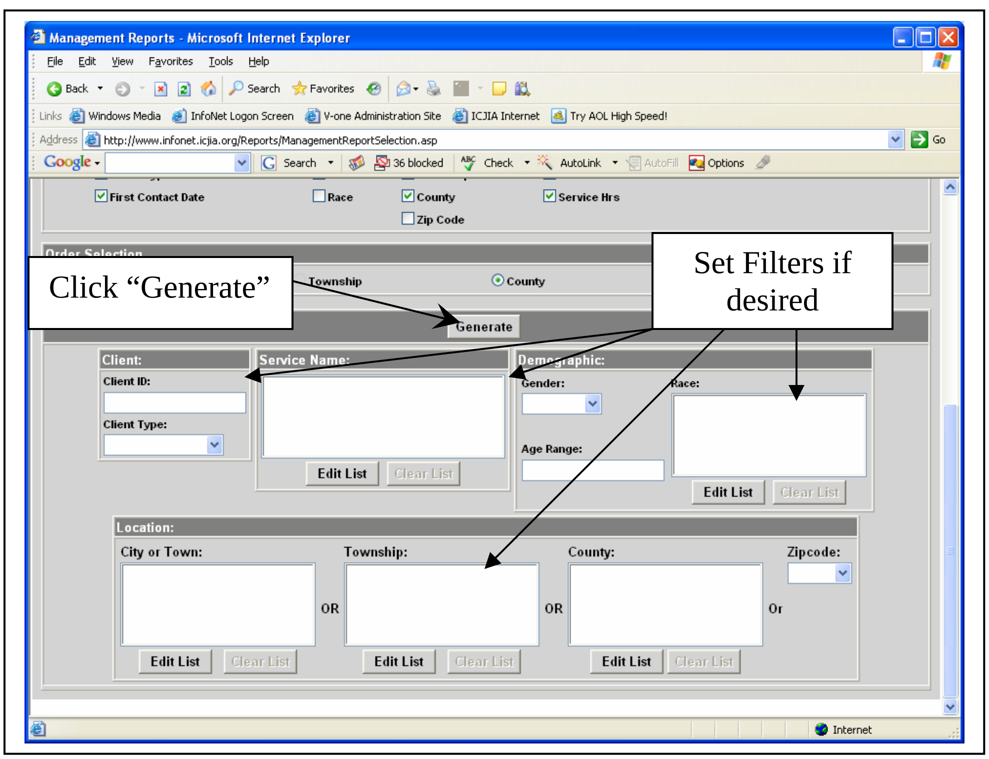
1. Select **Reports** from the top toolbar.
2. Select **Management Reports**.



3. Enter **Date Range** for report.
4. Select **Center Selection** using checkbox.
5. Select any one of the **Report Selections**.
6. Use the checkboxes and drop-down menus to select any additional details that appear upon selecting one of the Management Reports.
7. Click **Generate**.



8. If you would like to filter the data so only records meeting specific criteria are included in a report, select your respective filter(s) displayed below the Generate button by typing in the criteria and/or using the Edit List buttons.
9. Click **Generat**e.



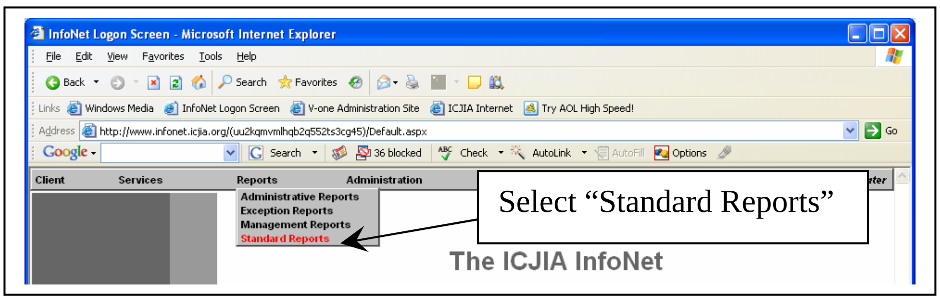
The Management Reports tab includes the following fields:

Field	Type	Explanation
Date Range	Date Fields	Enter the **Date Range** you would like included in your report. Reports will only include client records for those who received at least one service contact within this date range.
Center Selection	Checkboxes	Select center and/or satellite office records using the appropriate checkboxes.
Report Selection	Checkboxes	Use the selection circles to select the Management Report you want to generate under **Report Selections**.
Additional Report Details & Filters	Checkboxes/Pick Lists	Use the checkboxes and pick lists to select additional details about the report and apply filters to narrow record selection criteria.

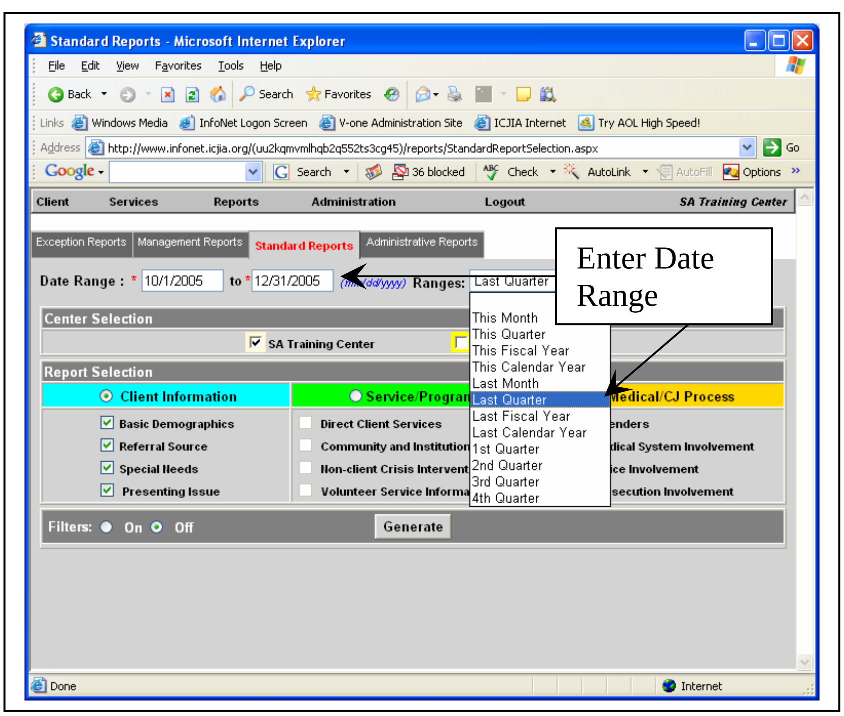
Standard Reports

Standard Reports display aggregate level data. They provide summary information regarding the major data elements in the system. These reports provide statistics regarding client information, services, and medical and criminal justice system data. You also have the option to apply filters, providing the opportunity to narrow your selection criteria among data generated in the report. The following steps should be followed to generate a standard report:

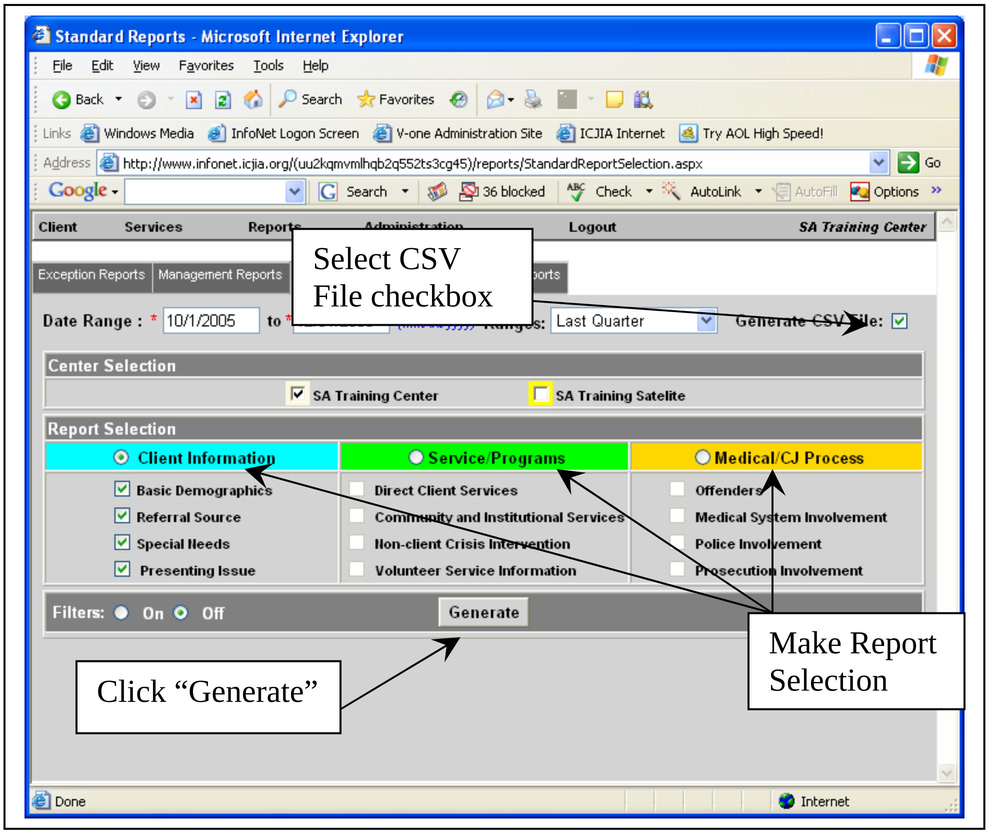
1. Select **Reports** from the top toolbar
2. Select **Standard Reports**



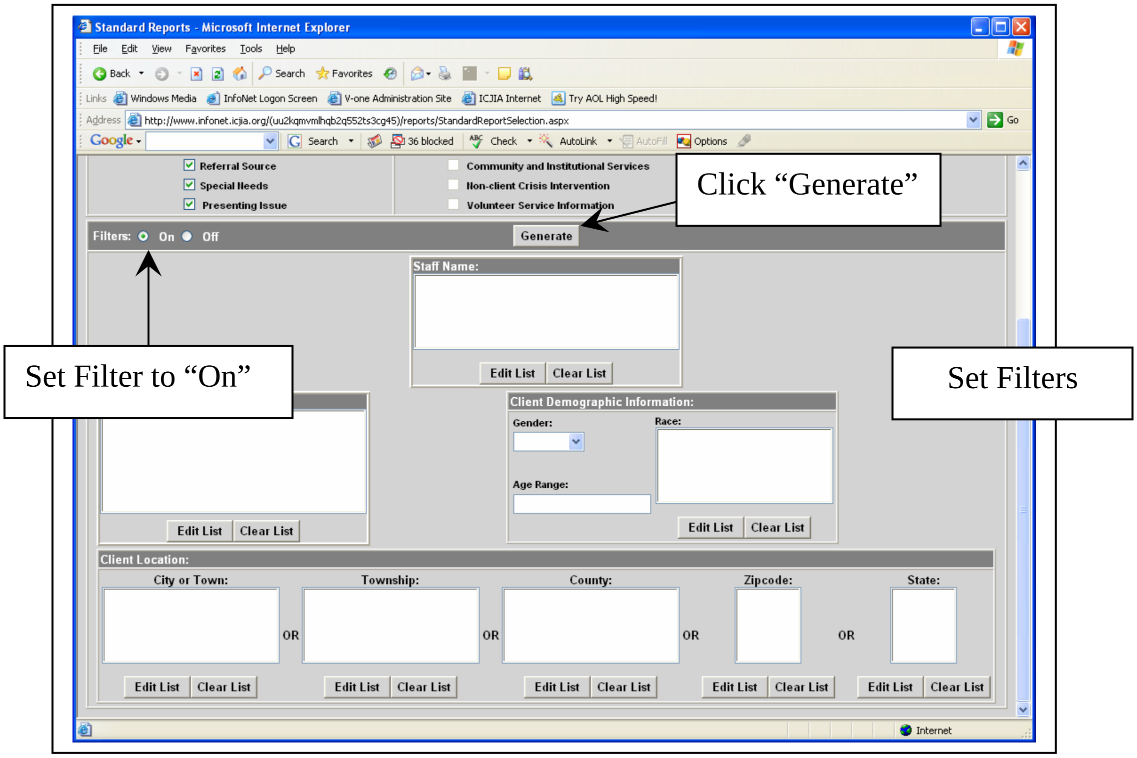
3. Enter the **Date Range** fields. This can be done either manually or by selecting a predetermined date range from the **Ranges** drop-down menu. By using the drop-down menu, users can generate reports by the month, quarter, or year. Each selection will automatically complete respective date range in the **Date Range** fields. The **Date Range** fields will narrow your report to reflect only activities that occurred within the timeframe you specify.



4. Directly to the right of the **Ranges** drop-down menu is a **Generate CSV File** checkbox. By clicking this checkbox, users can create a separate spreadsheet file (e.g. Microsoft Excel) upon generating the Standard Report. This will allow you to use InfoNet data to create graphs and tables containing numeric data.
5. Select **Center Location** using checkboxes.
6. Select **Client Information**, **Service/Programs**, or **Medical/CJ Process** for report. Use the checkboxes to select any subject details listed under report selections you would like included in the report.
7. Click **Generate**.



8. If you would like to filter the data so only selected information is generated into a report, click filters **On**.
9. Select your respective filter(s) using the one of the several pick lists, drop-down menu (gender filter only), or the text field (age filter only). To use the age filter, type in the age or age range you are interested in with a hyphen (e.g. 13-18). You may apply as many filters as you like for the same report (e.g., 18-25 year olds served in Champaign County). You may also select more than one option using one filter (e.g., using the staff filter to generate a report reflecting the three counselors’ activities).
10. Click **Generate**.



The Standard Reports tab includes the following fields:

Field	Type	Explanation
Date Range	Date Fields Drop-down Menu	Enter the **Date Range** you would like included in your report.
CSV File	Checkbox	Use the checkbox if you would like to create a spreadsheet file after generating the Standard Report.
Center Selection	Checkbox	Select center and/or satellite offices using the appropriate checkboxes.
Report Selection	Checkbox	Use the selection circles to select on of the three types of reports: Client Information, Service/Programs, or Medical/CJ Process.
Filters	Checkbox	Use the selection circles to enable or disable **Filters**.
Report Filters	Pick Lists, Drop-down Menu, Text Field	Select your respective filter(s) using the the pick lists, drop-down menu (gender filter), or the text field (age filter) to narrow record selection criteria.

Administrative Reports

Overview

The Administrative Report utility facilitates reporting to the Illinois Coalition Against Sexual Assault (ICASA) by automating report generation, submission, and approval. The Administrative Report utility allows ICASA to electronically request reports, review reports, and receive report approvals from agency directors. It provides agencies with automatic notification that reports have been requested, a link to final reports, and the ability to electronically approve reports.

First, ICASA staff will submit an electronic request to the InfoNet database for Standard Reports (Demographic, Services, or Medical/Criminal Justice Information). When a request is submitted, notification will be posted in InfoNet for each agency and/or satellite included in the request. The notification will include information such as the type of report requested, the report time period, and the date the report is scheduled to be generated. Agencies will have a link to the final report in InfoNet, and ICASA will have a link to the same report. After reviewing the final report, agencies will send notification to the Coalition either approving or rejecting the data in the report.

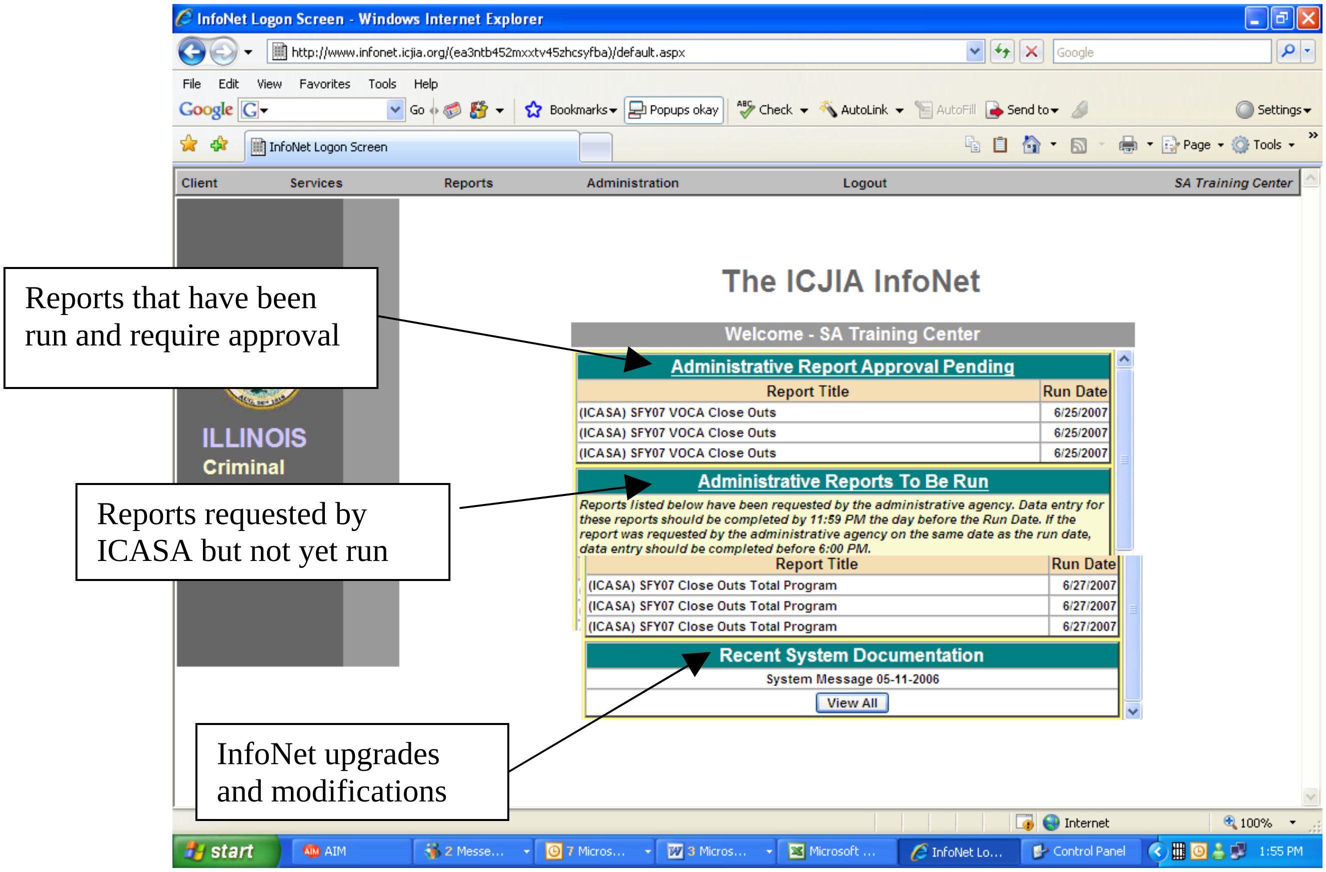
System Message Page

The System Message page, or the Welcome page, provides a summary of reports that have been requested by ICASA as reports that have already been generated, but still need to be approved.

A summary of reports requiring agency approval: Reports that have been generated and are pending approval are listed on the System Message page. To view detailed information about these reports, click on **Administrative Report Approval Pending** link or select **Reports > Administrative Reports** from the top menu bar.

A summary of reports requested by the ICASA: When users logon to InfoNet, they should check this System Message page to see if ICASA has requested any reports. If a report has been requested, all data entry for the report period must be completed before 11:59 p.m. on the night the report is scheduled to run. To view detailed information about the report, click on **Administrative Reports to be Run** or select **Reports > Administrative Reports** from the top menu bar.

Documentation describing InfoNet upgrades and modifications: Descriptions of InfoNet upgrades and modifications are dated and posted on the System Message page. The most recent documentation is always posted. Click **View All** to display historical documentation.



ICASA Reports

To view detailed information about ICASA reports, click on the **Administrative Reports to be Run** or **Administrative Report Approval Pending** links on the System Message page, or select **Reports** > **Administrative Reports** from the top menu bar. There are two tabs under Administrative Reports: **Scheduled Reports** and **Completed Reports**.

Scheduled Reports

The reports listed on the **Scheduled Reports tab** have been requested by ICASA but have not yet been generated. The following is a description of the fields on this tab:

Run Date: When ICASA submits a report request, they will also indicate the date the report should be run. Agency staff should make sure that all data entry is complete before 6:00 p.m. of the scheduled **Run Date**.

Center Action: Each report request will be flagged **Review** or **Approval**. **Review** means that ICASA requested a report that only requires agency review. **Approval** means that

ICASA has requested a report that requires the agency's approval. ICASA can set Center Action to **Approval** if the report request includes one agency, one satellite or "related locations", i.e. an agency and its satellite office(s). ICASA cannot set Center Action to **Approval** if the report includes combined information for multiple agencies.

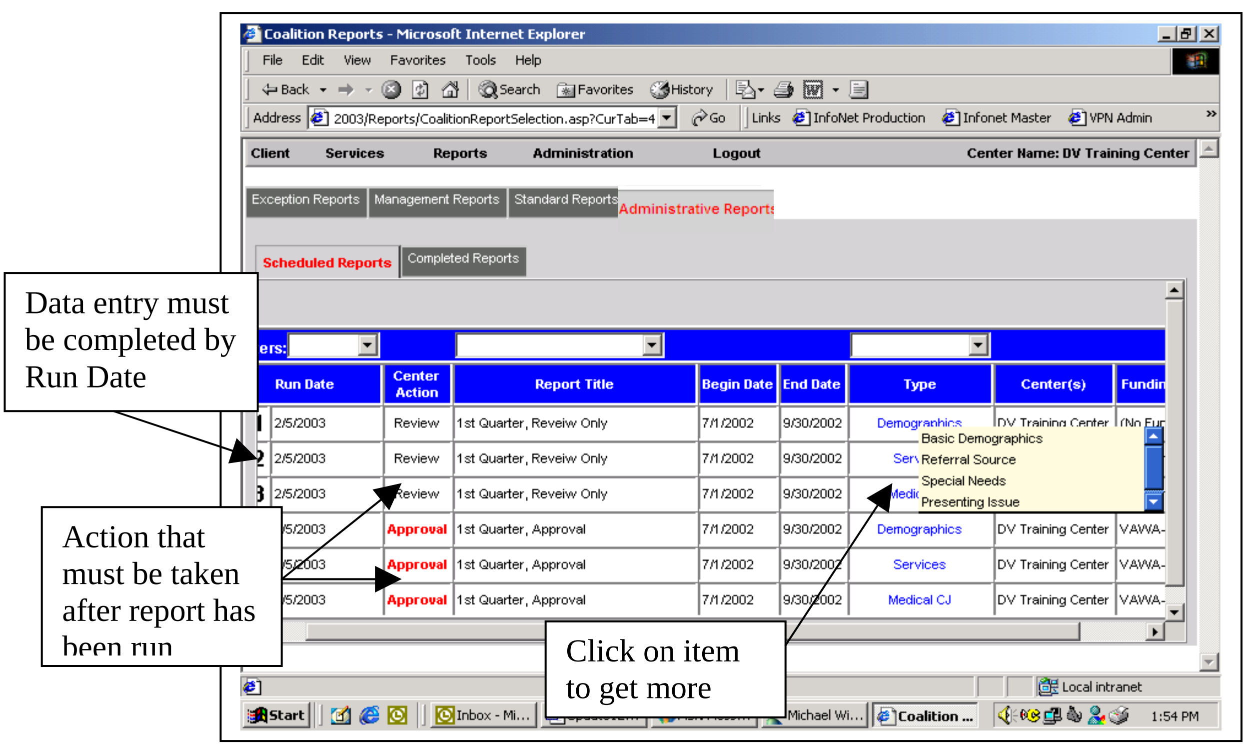
Report Title: ICASA will provide a title for each report, which may include explanatory information about the report, i.e. SFY07 Close out Reports.

Begin Date/End Date: The first and last day of the time period for which the report will reflect activity about.

Type: ICASA can request Standard Reports in InfoNet, including **Client Information**, **Service/Programs**, and **Medical/CJ Process** reports. Click on the type of report to activate a drop-down menu listing the specific Standard Reports requested. Note that Demographics is the term displayed in this field to show that a Client Information report has been scheduled or generated.

Center(s): This field displays agencies and/or satellites to be included in the report. If more than one agency and/or satellite will be included, the term **Misc. Agencies** will be displayed. Click on **Misc. Agencies** to activate a drop-down menu listing the specific agencies and/or satellites.

Funding Source: ICASA can request a report that is filtered by funding source(s). If the report will not be filtered, **No Funding Filter** will be displayed in this field. If the report will be filtered, the specific funding source will be displayed. If the report will be filtered on more than one funding source, **Misc. Funding Sources** will be displayed. Click **Misc. Funding Sources** to activate a drop-down menu listing the specific funding sources.



ICASA must set one of the following **Center Actions** for each report that is requested:

1. **No Action:** Agency will not be notified that a report has been requested and they will not have a link to the final report.
2. **Review:** Agency will be notified that a report has been requested and they will have a link to the final report, but the agency director's approval of the report is not required.
3. **Approval:** Agency will be notified that a report has been requested, they will have a link to the final report, and the agency director's approval of the report is required.

Completed Reports

The reports listed on the **Completed Reports tab** are those that have already been generated. Following is a description of the fields on this tab:

Center Approval: Each report is flagged either **N/A** or **Approval**. **N/A** means a report is available for review but approval is not required. This report can be viewed by clicking on the link in the ***Report Title*** column. If an **Approval** button is displayed in this column, then the report must be approved or rejected by an agency director. To open a copy of the report that requires agency approval, click the **Approval** button. An **Approve** and **Reject** button will appear at the top of the report. To send notice to ICASA approving the report, select **Approve** and click **OK**. To send notice to ICASA rejecting the report, select **Reject**. If a report is rejected, you must type in an explanation for the rejection in the text box provided before clicking **OK**.

When any action is taken on a report, notification will be automatically sent to ICASA. At the same time, the director of your agency will be sent an e-mail that includes a copy of the report and the action taken. The director's e-mail address is maintained by ICASA. The director should contact ICASA to change an e-mail address.

Note: A report cannot be printed from this view. To print the report, click on the report link in the ***Report Title*** column.

Run Date: This is the date the report was generated. All relevant data entry should have been completed prior to the **Run Date**.

Report Title: The title in this field is also a link to the final report. To open and/or print a copy of the report, click on this link.

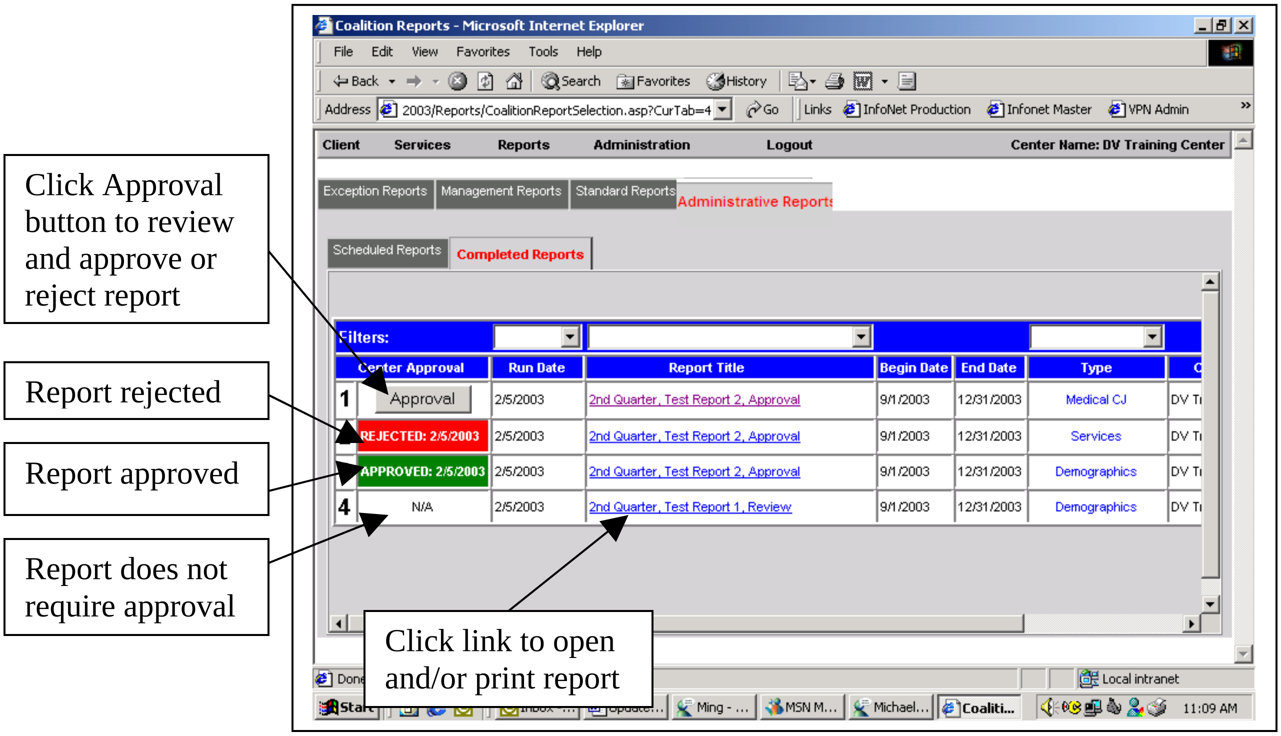
Begin Date/End Date: The first and last day of the report period.

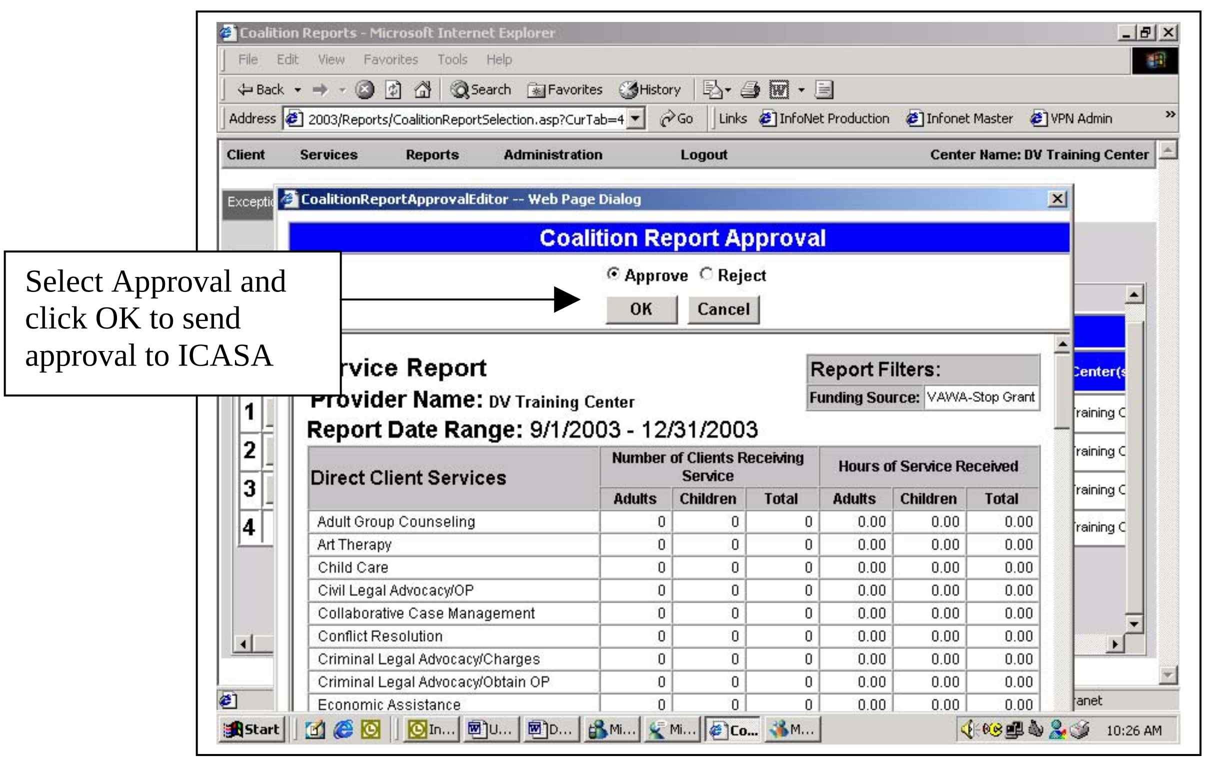
Type: **Demographics**, **Services**, or **Medical/CJ** indicates the type of report information requested. Click on the item in this field to activate a drop-down menu listing the specific Standard Reports. Note that Demographics indicates it was a Client Information report.

Center(s): This field displays a list of agencies and/or satellites included in the report. If more than one agency and/or satellite is included, **Misc. Agencies** will be displayed in this field. Click on **Misc. Agencies** to activate a drop-down menu listing the specific agencies and/or satellites.

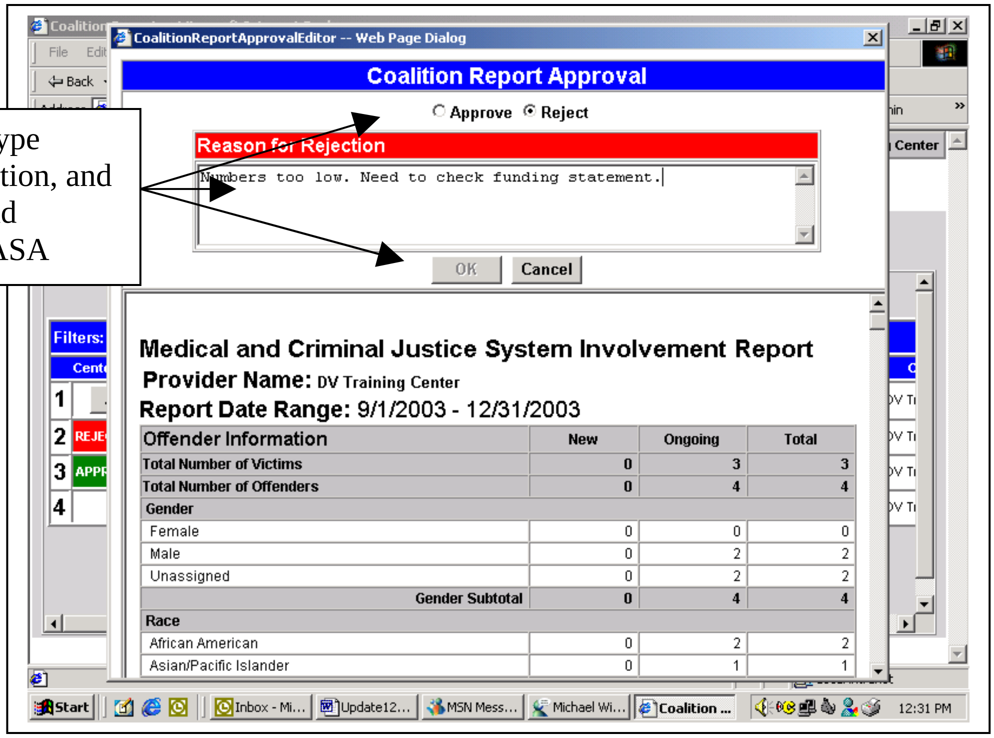
Funding Source: ICASA can request a report that is filtered by funding source(s). If the report is not filtered, **No Funding Filter** will be displayed in this field. If the report is filtered, the funding source will be displayed. If the report is filtered on more than one funding source, **Misc. Funding Sources** will be displayed. Click **Misc. Funding Sources** to activate a drop-down menu listing the specific funding sources.

Note: Access to the Administrative Report Utility is available to all users who have permission to logon to InfoNet. If your agency wants to limit access to this utility, you can request the Authority to disable the *report approval function* for the current agency logon and assign a new administrative logon to the agency. All logons for the agency will continue to have access to the Administrative Report tabs but permission for approving reports will be limited to the administrative logon. Remember, even if an administrative logon *has not been assigned*, directors will be automatically notified via e-mail when an action has been taken on an agency.


Click Approval button to review and approve or reject report
Report rejected
Report approved
Report does not require approval
Click link to open and/or print report
Coalition Reports - Microsoft Internet Explorer
Client Services Reports Administration Logout Center Name: DV Training Center
Exception Reports Management Reports Standard Reports Administrative Reports
Scheduled Reports Completed Reports
Filters:
Center Approval Run Date Report Title Begin Date End Date Type
Approval 2/5/2003 2nd Quarter, Test Report 2, Approval 9/1/2003 12/31/2003 Medical CJ
REJECTED: 2/5/2003 2/5/2003 2nd Quarter, Test Report 2, Approval 9/1/2003 12/31/2003 Services
APPROVED: 2/5/2003 2/5/2003 2nd Quarter, Test Report 2, Approval 9/1/2003 12/31/2003 Demographics
N/A 2/5/2003 2nd Quarter, Test Report 1, Review 9/1/2003 12/31/2003 Demographics


Select Approval and click OK to send approval to ICASA
CoalitionReportApprovalEditor -- Web Page Dialog
Coalition Report Approval
Approve Reject
OK Cancel
Provider Name: DV Training Center
Report Date Range: 9/1/2003 - 12/31/2003
Report Filters:
Funding Source: VAWA-Stop Grant
Direct Client Services
Number of Clients Receiving Service
Hours of Service Received
Adults Children Total Adults Children Total

Select Reject, type reason for rejection, and click OK to send rejection to ICASA



Frequently Asked Questions

Administration – Agency Information

Q: How often do I need to enter Agency Information?

A: This only needs to be entered when the agency is initially brought online to InfoNet. Then, only major information such as name, location, or contact information changes need to be updated in InfoNet.

Administration – Staff/Volunteer Information

Q: When a staff member leaves the program, do I delete the name from the system? Do I replace the staff record with the replacement's name?

A: NO. Instead, locate the resigning staff member or volunteer's record in the **Administration >Staff** section of the database and enter a termination date. When adding a new staff member, always click the **Add** button and add a new staff person from a blank screen. If you delete the resigning staff member from the system or replace this person's name with a new person's name, you will also be removing reference to that staff member for the data already entered under that name. If someone leaves your program, enter a termination date. If that person returns to the program, remove the termination date. The staff member will be added to the drop-down menus again.

Q: How do I update a staff member's name if the person gets married and the last name changes?

A: Locate the staff member's record in **Administration > Staff Information**, change the last name, and click the **Update** button.

Administration – Lookup List Editors

Q: Who decides what editing should be done to our database Lookup Lists: Agency, Other Staff Activities, and/or Funding Source lists?

A: When ICASA secures new funding sources or grants for agency services, these sources will be added to InfoNet statewide. Otherwise, your agency decides what your local needs are. However, you should think critically before editing your lists. You want the lists to be specific to your local need; however, don't make the lists so specific that you won't be able to

use the options in the long-term. Once you add an entry to one of the lists, it is difficult to remove without damaging existing records.

Q: Is defining the Agency list a requirement so that we can document outside agencies receiving presentations and making referrals?

A: No, it is not a requirement of the InfoNet system. Your agency may determine the extent to which you use this function.

Administration – Funding-For-Staff

Q: Do I need to enter a new funding statement at the beginning of each fiscal year?

A: Yes. You should enter a new funding statement every July 1st to reflect the new fiscal year funding information. It may not be necessary to update the information in the statement if it remains the same as in the previous fiscal year, but you should add a new statement dated July 1 anyway.

Q: When do I need to revise my funding statement during the fiscal year?

A: You are required to add a new funding statement and make appropriate revisions any time you have staff turnover at your agency, when there is a shift in how staff are funded, or when staff responsibilities change. It is important that you make these revisions at the time they happen.

Q: Do I need to enter a separate statement for each logon?

A: Yes, if funded staff are providing services at each location.

Q: How do I remove a person from a funding statement once the staff member has left the agency?

A: First, you must terminate the staff member or volunteer in the **Administration > Staff Information** (or **Volunteer Information**) section of the database. Next, add a new funding statement (**Administration > Funding for Staff**), assign the Date Effective as the date the staff member or volunteer was terminated, click on the **Edit Staff List** button, and remove the staff member or volunteer name from the new funding statement. If the termination date is before the new funding statement effective date, InfoNet should have already removed the staff member. Also, remember to add the person replacing the terminated staff person or volunteer, if necessary.

Q: I cannot find a staff person in my Funding for Staff list. What should I do?

> **A:** Make sure the staff person is entered in **Administration** > **Staff Information**. If the staff person is there, confirm that there is nothing entered in the **Termination Date** field. Verify the person's start date and ensure it is on or before the date of your new funding statement.

Client – Intake Data

Q: What is a client intake?

> **A:** In InfoNet, a client intake is client information collected to document the client's profile at the time of intake into the program. Each sexual assault agency is required to use ICASA approved intake forms. Sample forms can be obtained from ICASA or you may create your own data collection form and request ICASA approval before use.

Q: What fields on the client intake page are mandatory?

> **A:** Only Client ID, Age, Race, Sex and First Contact Date are mandatory when enter a new client in InfoNet. Collection of additional information varies by agency. Check with your agency director to ensure consistent collection and recording of data for your agency. "Unknown" and "Unassigned" data should be kept to a minimum, if possible. Many of the intake data fields in InfoNet are useful for program development and developing comprehensive service plans for clients but are not required fields.

Q: What ID numbering system should I use for clients?

> **A:** You may assign your own numbering system to clients; however, you must use your program's two-letter code at the beginning of the number and a "V" or "S" at the end of the ID number to represent victims or significant others, respectively. For any victim's child, before the "S" at the end of the significant other ID, you must also enter the letter that corresponds to the child's age order (i.e. "aS" would be for the oldest Child, "bS" would be for the next-oldest child, "cS" would be for the next-oldest, etc.).

Q: Can a Client ID number contain client identifiers such as a client's initials, name, date of birth, or part of a social security number?

> **A:** **Absolutely Not.** No client identifiers (such as name, initials, birth date, social security number, etc.) should be part of a Client ID number.

Q: When do I update intake information for a client into InfoNet?

> **A:** *Updating an intake*: You should not update the required fields in intake information for a client. The intake information should correspond to the client's situation at the time of intake. However, it is sometimes necessary to add new information and InfoNet allows for this. If some of the client's information is not obtained at the first contact with the client but is obtained a few days after the first contact date, open the client's intake screen and update the blank or unknown fields at that time, then click the "Save" button. If a client has been receiving services and information has changed, then the intake should not be updated unless the following fields need updating: referrals; services needed/received; residence; and offender information.

Q: When do I have to close a client's file?

> **A:** At this point, it is up to agency policy. InfoNet policy will eventually provide guidelines for closing client cases in InfoNet. Some agencies close cases after a certain period of inactivity, because they move "active" files to "inactive" due to lack of space or other reasons.

Q: Can we serve a significant other if we don't have a related victim?

> **A:** Yes.

Q: Of which county should I document the client as being a resident?

> **A:** The county in which the client resided at the time of intake. For example, if your client is from Christian County but moves to Sangamon County upon intake, you would document Sangamon County as the client's county of residence, not Christian County.

Q: What choice for education do I use for a client who received a GED?

> **A:** Use the option "High School Grad" because a GED is high school equivalency.

Q: How do I delete a client?

> **A:** You cannot delete a client; however, you can overwrite the client file in the database. To do so, you must reassign the Client ID number to your next new client. Then, update EVERY file for that Client ID number with the new client's information. You may overwrite that record with the next new client's information. You would enter the record you wish to delete, edit the Client ID number, and enter the new client's correct intake. Remember that you should also delete any data entered in the

Medical/Criminal Justice Section and in the Services Section for that incorrect Client ID number.

Q: How do I correct a data entry error if a significant other was accidentally entered as victim, or vice versa?

A: You cannot delete the client. First, delete all information associated to the incorrect victim client ID (service data, included). Rename that ID to "Bad ID - V." Create a new significant other Client ID number and enter the respective data for the significant other. When it comes time to enter a new victim, search for "Bad ID - V" and rename it to the appropriate name/number for the new client and enter new information.

Q: How do I enter age for a child under the age of one year?

A: Enter "0" (zero) as the age.

Q: How do I enter age if the age of a client is unknown?

A: Enter "-1" as the age. However, if you have a clear estimation of the client's age, enter the approximate value. It is better to have the client fall within an age range on the report rather than to have several "Unknown" ages for clients.

Q: How do I complete the "Pregnant?" field for a male client?

A: Select "Not Applicable."

Client – Offender and Offender Criminal Case Information

Q: Where do I enter new police and prosecution charges for an offender?

A: Open the client's (victim's) intake information and click the **Offender** button. After the Offender's information opens, go to the Police and/or State's Attorney charge data entry forms and enter offender information.

Services – Direct Client Service Data

Q: What unit of measurement should I use to document direct client services in InfoNet – minutes or hours?

A: You should use .25-hour increments. 15 minutes equals .25-hours; 30 minutes equals .5-hours; 45 minutes equals .75 hours, etc.

Q: May I enter the services provided by contractual consultants or providers into the database?

> **A:** Yes. You must enter the contractual person in the **Administration > Staff Information** section of the database using their own first and last names.

Q: What service should I use to document time I spend doing a child's intake with the adult client? What if I am completing multiple children's intakes with the adult client – is it Group or In-Person Counseling?

> **A:** Document this as Significant Other Consultation under the child's Client ID number. If intakes for multiple children are being completed, use Significant Other Consultation for each child client.

Q: How do I document family counseling – in the adult client or child's files?

> **A:** *See Group Services Section below.*

Q: Do I document any data in a client's service log if the client calls to cancel a counseling appointment?

> **A:** If you wish to track no shows and cancellations for services, you may do this in the **Services > Direct Client Services > No Show/Cancellation** data entry tab. If a service is not provided (i.e. client doesn't show up at court), you should not document hours of service for the time you waited for the client. Simply enter a No Show record and make a note in the client's paper file.

Q: Is time spent entering client data and service data into InfoNet considered a direct client service?

> **A:** No. This is considered an operational activity and should not be included in hours of services provided to clients.

Services – Group Service Data

Q: How do I enter a co-facilitated one hour group session – as one hour for each of the co-facilitators or ½ hour for each co-facilitator?

> **A:** Go to **Services > Group Services** and enter the group session indicating the Conduct Hours and Preparation Hours for **each** staff person as one hour on the right side of the screen. Remember that total presentation hours should only reflect the length of the session (i.e. if the group was from 6:00pm to 7:00pm, then the total hours in session would be one hour).

Q: How do I document family counseling – in both the adult and child clients' files?

A: Document family counseling sessions in **Services > Group Services** for both the victim and significant other's files, no matter whether the victim is an adult or a child. Each significant other who receives family counseling should be a client entered into InfoNet as a significant other, even if family counseling is the only service received by a significant other.

Q: After I enter the group session information and staff hours spent on providing the group session to clients, how do I enter client ID numbers of those clients that attended the group?

A: Once you save the record, a message will appear asking you if you want to add attendees. Click OK and the Attendees tab will open. If you have entered and saved the group session information and then left that section of the database, you will need to go back into the Group Services tab and search for the correct group session record. Click on the Attendees tab and add your attendees from the Available Clients list.

Q: I can't find an ID number of a client that has attended a group session. How do I enter the service for that client?

A: Most likely, the Client ID number is not showing up in the Available Clients list because the default search criteria or the search criteria you have entered is too narrow and eliminating that client. The default search criteria include clients who received any type of group service within the past 90 days. Therefore, if you are trying to enter group services for a client who has never received a group service before, you will need to change the search criteria to display their Client ID number.

- If dates are entered in the Group Service Date search criteria, does the client have a group service already entered in that date range? If not, remove the date range information completely and use other search criteria or search on all clients by leaving all the search fields blank.
- Have you narrowed your search to only adults or only child clients? If so, remove that specification and do another search. This may make the Client ID appear in the Available Clients list.

Services – Non-client Crisis Intervention

Q: What unit of measurement should I use to document time on Non-client Crisis Intervention calls – minutes or hours?

A: The amount of time spent on hotline calls should also be documented in hours, not minutes. Use increments of .25, .50, .75, etc.

Q: How do I document a crisis intervention call from a current client?

> **A:** If a client calls the hotline, you document it as telephone counseling and enter data in the InfoNet under the client's ID number. Calls from former clients who are not requesting additional services can be documented as Non-client Crisis Intervention.

Q: May I aggregate Non-client Crisis Intervention call data at the end of the month or do I need to enter each call on its own?

> **A:** Yes, you may aggregate the data for the purposes of InfoNet reporting; however, you must enter each staff member or volunteer's aggregate data separately from the other staff member or volunteer's aggregate data.

Services – Community and Institutional Services

Q: What is the difference between Institutional Advocacy and Training?

> **A:** Institutional Advocacy is when you advocate on behalf of a class or group of sexual assault victims to change the way the system responds to sexual assault victims. Training is providing information and skills to professionals on sexual assault issues – training on how to identify victims, refer victims, and dynamics of sexual assault.

Q: What is the difference between Public Education Services and Training Services?

> **A:** Public Education is raising awareness of participants to sexual assault issues. Professional Training involves training your participants on how to work with victims they may encounter – signs, referrals, issues they specifically should be aware of when they are working their respective client groups, and how sexual assault may impact that population.

Q: What type of board activities can be collected on the Community and Institutional Activities?

> **A:** You can collect any board activities your program wishes to track for your agency's board activities or time spent on ICASA board activities in the Other Staff Activities section.

Q: For in-service/new staff training, do I document the time that staff spent providing training or document the time staff spent in the training?

> **A:** You should document the amount of time your staff spent **providing** the training – not time spent attending trainings. Time spent attending a training hosted by your agency or outside of your agency may be

documented in the Other Staff Activities section, if your agency wishes to use this function for that purpose.

Q: Do I enter Print Media, Radio, and TV on the Activities data entry tab or the Media/Publications data entry tab?

A: If your agency is creating a "product" (Print ad, PSA, etc.), you should enter that on the Media/Publications tab of the database. If a staff member is presenting on a TV show or answering questions on a radio show, those staff activities should be entered on the Activities tab, under the appropriate Public Education service category.

Services – Other Staff Activities

Q: Where do I document on-call hours that volunteers and staff provide?

A: On-call hours can be documented at **Services > Other Staff Activities**. Remember those hours should be documented as a direct client service if staff and volunteers are responding to and serving victims during this on-call shift.

Q: If we use the List Editor to personalize our drop-down menu of Other Staff Activities, will we be able to change the list later?

A: No. Once you have modified your list, you will not be able to change that option again. This is to protect any data that may have been entered under the old option you assigned to the drop-down menu.

Q: Can the Other Staff Activities section be used to document the amount of time we spend at each fundraising event separately?

A: You may break out the data by each fundraising event by using the List Editor for this section; however, the number of options you may assign in the drop-down menu is limited.

Reports

Q: Can I keep data on services provided by each location separately? Will I still be able to run a report on total agency statistics?

A: In order to extract data for each location maintained by your agency, you must have a separate login user name and password for each location. When entering services for each location, log on using the appropriate location's user name and password. When reporting, you have the option to select the location(s) for which you are running a report. This allows

you to run a report for each location individually, all locations collectively, or any combination thereof.

Q: How do I figure out how many hours of service were provided by volunteers?

A: Run **Standard Reports > Service/Programs.** The last table in this report reflects volunteer activity. You may also use the staff filter by filtering the report for all volunteer names.

Q: How can I obtain our duplicate client count or caseload for a specific period?

A: Since InfoNet reports do not duplicate client counts, in order to obtain the duplicate client count for a specific period, you should run one report for each month in that period and add the number of new and ongoing clients for each month. These totals will give you the duplicated client count for a given period of time.

Q: How can I identify service records that are not in .25-hour increments?

A: Run a **Management > Client Detail Info** report. Choose columns for service name, date, and hours (in addition to the mandatory columns). You can filter the service name if you know it, as well. Run the report for the date range in question. Skim the service hours column for records that do not end with .0, .25, .5, or .75. Once you identify data entry errors, go to that specific service record(s) for the given client(s) and edit the record to reflect the accurate data entry for hours provided. (Note: A validation was added in 2005 to prohibit users from entering service hours that were not in .25 increments. Once old data is cleaned, programs should not have to go back and look for these types of data entry errors.)

Miscellaneous

Q: If I have a staff person that wants to do data entry from a home computer, can I install the Smartpass token on a personal computer for that purpose?

A: No, InfoNet should not be installed off-site. It should only be installed on SA program computers.

Q: If I have a staff person that should be able to run reports but not able to revise or enter new data, can InfoNet accommodate that need?

A: Yes. You will have to contact Jennifer Hiselman at (312) 793-8689 to make those arrangements.